



CRM Administrator

Hellios Information is a supplier information and risk management company operating in the financial services, defence industry and retail sectors. The company was founded to benefit major blue-chip companies and their suppliers by providing a single streamlined approach by providing and sharing data across an industry community in areas including modern slavery, cyber security and GDPR.

Hellios has grown rapidly from a start-up in 2012 to having more than 40 employees and a turnover of more than £4m. The Company is continuing to grow quickly and a key part of this role is to prepare the Company for further growth.

The ethos of Hellios and each of our employees is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners and the way we work with our customers please visit our website at <http://www.hellios.com>

Job title:	CRM Administrator
Location:	Kemp House, Chawley Park, Oxford OX2 9PH (due to Covid-19 some temporary working from home may be required)
Reporting to:	Business Analyst
Job summary:	To administer, support and enhance the organisation's CRM system which is used as the companies back office solution. The successful applicant will complete configuration changes, work closely with technical partners to develop custom changes and manage the day-to-day administration of the system.

KEY RESPONSIBILITIES

- Handling tickets in order of priority to ensure CRM system issues are resolved within a timely manner.
- Escalation and investigation of tickets with 3rd party software provider, reporting progress until resolved or managing expectations.
- Configuration of processes, workflow, display and user management
- System administration tasks and ongoing maintenance of platform
- Analyse large data sets to produce deeper insights to aid investigations
- Become subject matter expert to train end users and aid large projects

- Create advanced reports and dashboards
- Identify opportunities to improve processes and systems

KEY REQUIREMENTS

Knowledge and experience

- Experience using SugarCRM system or similar platform
- Bachelors in IT/Science Related Degree
- Ability to comprehend and analyse large volumes of data. E.g. Provide insight on data quality and trends
- Excel skills (Advanced)
- Excellent communication, stakeholder management and analytical skills
- Ability to manage time well and prioritise workload
- Ability to understand technical documents (desirable)
- Strong eye for detail and problem-solving skills (Essential)

Qualifications and skills

- Bachelors in IT/Science Related Degree desirable
- Advanced Excel skills essential

Further information

- Competitive salary
- Benefits include:
 - 25 days holiday per annum.
 - Company pension scheme.
 - Company sickness scheme.
 - Flexi Friday scheme
 - Refer A Friend scheme
 - Complimentary refreshments and quarterly shared lunch
 - Free car parking