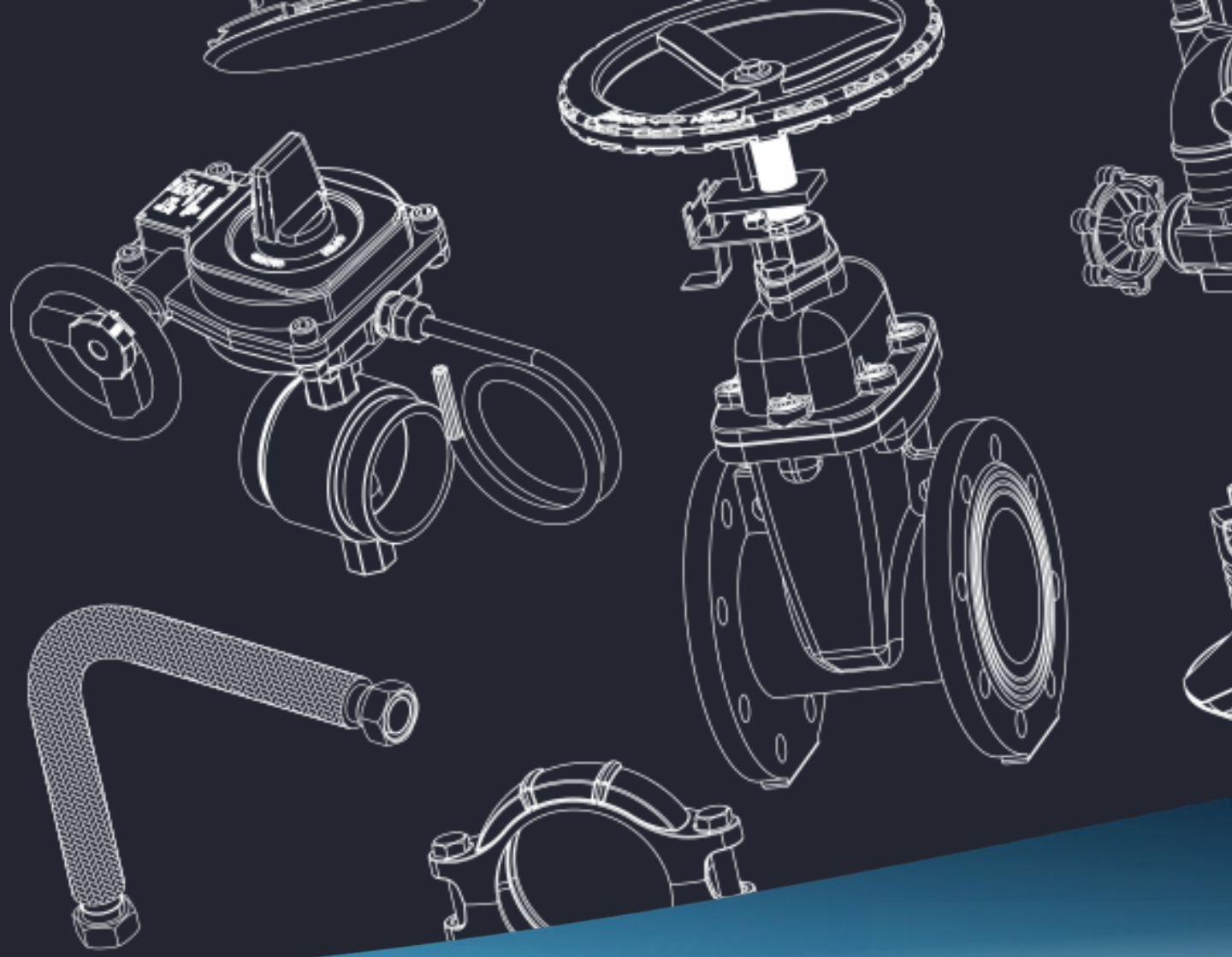
Customer Support Administrator
(Maternity Cover)

October



www.rapidrop.com

Join Rapidrop
A Global Leader in Fire Protection Innovation

At Rapidrop, we are proud to be a British manufacturer and global supplier of high-quality fire sprinklers and fire suppression equipment. From our headquarters in Peterborough, Cambridgeshire, we support customers in over 75 countries with reliable, internationally approved fire safety solutions.

Our product range, including UK-manufactured sprinkler heads, valves, flexible hose systems and specialist fire protection components, has built a strong reputation for quality, innovation, technical expertise and our customer-centric approach.

We are committed to protecting lives and property, with our systems installed around the world and contributing to major commercial developments and landmark projects.

IFI, the original foundation of Rapidrop, supports the construction and fenestration industry by supplying specialists and installers with a comprehensive range of fixings, fitting tools and consumables.
Over the past eighteen months, Rapidrop has entered an exciting new phase of growth, welcoming a new CEO and Chairman alongside significant investment and long-term expansion plans. This includes new storage facilities in the UAE, increased European capacity and a new product development programme to expand our range and improve availability.

Today, our teams operate across the UK, Europe, the Middle East and South Africa, supported by continued investment in our UK headquarters, including a fully refurbished modern office environment.
With a collaborative culture and a growing international footprint, Rapidrop offers an exciting opportunity to contribute to a business focused on innovation, growth and protecting people and property worldwide.



The Shard, United Kingdom



Mall of Istanbul, Turkey

Role Overview

Location: Peterborough
Contract: Fixed-term maternity cover – minimum 12 months
Reports to: Customer Excellence Manager

The **Customer Support Administrator** plays an important role in delivering an excellent customer experience at Rapidrop. Joining us on a fixed-term basis to provide maternity cover, you will work as part of our Customer Support team, processing customer orders, responding to enquiries and ensuring customers receive a professional, efficient and reliable service.
Working closely with colleagues across Sales, Planning, Production, Warehouse and Logistics, you will ensure customer requirements are understood and fulfilled. You will maintain accurate records, monitor orders and keep customers informed throughout the order process, helping to resolve issues quickly and effectively.

This is an excellent opportunity to join Rapidrop on a fixed-term basis, providing maternity cover for a minimum of 12 months within our Customer Support team. You will play an important role in maintaining excellent customer service, supporting colleagues and ensuring the smooth day-to-day management of customer orders and enquiries.



Agbar Tower, Spain



Hilton Airport, Amsterdam, Netherlands

Key Responsibilities

- Deliver a professional, friendly and responsive customer support service, ensuring customers receive accurate information and timely assistance.
- Process customer orders accurately and efficiently, responding promptly to enquiries and ensuring information is recorded correctly within internal systems.
- Build strong customer relationships and work closely with Sales, Planning, Production, Warehouse and Logistics to ensure customer requirements are met.
- Monitor customer orders, provide delivery updates and resolve enquiries or issues promptly, escalating more complex matters where appropriate.
- Maintain accurate customer records and documentation, ensuring CRM and ERP systems are updated and service standards are consistently achieved.
- Identify opportunities to improve customer service processes, contributing ideas that enhance efficiency, teamwork and customer satisfaction.



Wembley Stadium, United Kingdom

Experience & Expertise

Essential

- Previous experience in a customer service, customer support or order administration role.
- Experience processing customer orders within a busy commercial environment.
- Excellent verbal and written communication skills.
- Strong organisational skills, with the ability to prioritise workloads and manage multiple tasks.
- Excellent attention to detail and a high level of accuracy.
- Experience using CRM and/or ERP systems.
- Good working knowledge of Microsoft Office applications.
- A proactive approach to problem-solving and a commitment to delivering excellent customer service.
- Ability to work independently and collaboratively with colleagues across different departments.

Desirable

- Experience within a manufacturing, engineering or distribution environment.
- Understanding of order processing, stock availability and delivery coordination.
- Experience working closely with Sales, Production, Warehouse or Logistics teams.
- Experience contributing to customer service improvements or more efficient ways of working.



VIMD Kvart, Zagreb, Croatia



Heathrow Airport, Terminal 5, United Kingdom

Why Join Rapidrop?

Rapidrop is a growing international business with a strong reputation for quality, innovation and reliability within the global fire protection industry. As the company continues its global expansion, we are investing in our people, products and capabilities to support long-term growth.

Joining Rapidrop means becoming part of a collaborative and ambitious team, where individuals are encouraged to contribute ideas, take ownership of their work and make a meaningful impact on the business.

This is an exciting opportunity to play a role in shaping the next stage of Rapidrop's international growth, working alongside experienced colleagues across multiple markets and functions.

What We Offer

- £28,000, rising to £29,000 after successful probation
- Opportunity to earn a discretionary bonus of up to £300 per month, following successful completion of the probationary period
- Company pension total 8% (Employee contributions 3% Rapidrop Global contributions 5%)
- Annual leave 25 days (pro rata), Christmas shutdown (up to 3 days annual leave to be kept back to facilitate this)
- Death in service benefit –4 x annual salary from day 1
- Employee Assistance Program –Access to full support services 24/7, shopping rewards, health cash plan, access to online Dr Appointments



Galeria Korona, Poland

Ready To Apply?

If you are excited about the opportunity to join Rapidrop and feel your experience aligns with the role, we would love to hear from you.

Our Recruitment Process

1. **Apply**
   Please click here to submit your CV and a short supporting statement
2. **Review**
   Applications are reviewed on a rolling basis and interviews may take place before the closing date, so early applications are encouraged.
3. **Initial Conversation**
   Shortlisted candidates will be invited to an introductory discussion via Teams.
4. **Interviews**
   Candidates progressing will attend two formal interview with key stakeholders at our Head Office in Peterborough or via Teams.
5. **Outcome**
   A final decision will be made and candidates will be informed as soon as possible.



Reykjavik Opera House, Iceland

Inclusive Recruitment

Rapidrop is committed to creating an inclusive and supportive workplace where everyone feels valued, respected and able to thrive. We welcome applications from people of all backgrounds, experiences and perspectives, recognising that diversity strengthens our teams and drives innovation.

If you require any adjustments or support at any stage of the recruitment process, please let us know. We are committed to ensuring every candidate has a fair and positive experience.

Good luck! We look forward to receiving your application and exploring how you could contribute to Rapidrop's continued growth and success.