



Client Support Coordinator (12-month Fixed-Term Contract)

Are you highly organised, confident communicating with customers, and keen to build your knowledge within agriculture and food production?

Our Agriculture department audits and certifies around 35,000 farms each year against a range of scheme owner standards, supporting farmers and food producers across the UK.

We're looking for a Client Support Coordinator to join the team on a 12-month fixed-term contract, based in Long Hanborough, Oxfordshire. In this role, you'll provide administrative support and deliver high-quality customer service to new and existing customers, ensuring accurate documentation and professional, timely communication.

This position offers an excellent opportunity to develop your understanding of agricultural audits, certification processes and food production standards, while gaining hands-on experience within a global organisation. It is particularly well suited to individuals looking to build practical knowledge of the industry while working closely with customers and internal technical teams.

What We Offer:

- **Hybrid working:** Split between our Long Hanborough office and home
- **Comprehensive benefits:** Health cover, death-in-service benefit, company sick pay and income protection.
- **Learning opportunity:** Develop your understanding of agricultural audits and certification while gaining practical experience in food production
- **Wellbeing Support:** Access to our Employee Assistance Programme and an annual paid Mental Wellness Day
- **Volunteering Time:** A paid volunteering day each year to support causes you care about

Principal accountabilities will include, but are not limited to:

- Handling customer queries via email and phone in a timely and professional manner
- Supporting new and existing customers with applications, guiding them through certification processes
- Issuing certificates and supporting the administration of food production schemes
- Providing administrative support for the production of reports and loading documentation onto internal systems
- Gathering and maintaining accurate customer and scheme-related data within IT systems

- Maintaining and updating internal databases to ensure data integrity and compliance
- Delivering a high standard of customer service through clear, professional communication

QUALIFICATIONS:

- Previous administrative and/or customer service experience
- GCSE Maths and English (or equivalent)
- High level of accuracy and attention to detail
- Strong written and verbal communication skills
- A methodical and organised approach with good problem-solving skills
- Ability to plan, prioritise and meet deadlines
- Confidence working independently, as well as collaboratively within a team
- Flexibility and adaptability when supporting internal and external stakeholders
- A calm, professional and customer-focused approach
- Familiarity with farming or agricultural environments would be advantageous but is not essential

Our Culture:

At NSF, our mission is to improve human and planet health. Our culture is rooted in four central values:

- Do the Right Thing,
- Treat People Well
- Relentlessly Pursue Excellence
- We are one NSF.

These principles drive everything we do - from client service to internal collaboration.

Apply now and send us your CV and cover letter. Come join our team, we look forward to hearing from you!

About NSF:

NSF is an independent, growing services organization dedicated to improving human and planet health worldwide. We deliver our mission by facilitating standards development and providing world-class testing, inspection, certification, advisory services and digital solutions to the food, water, life sciences and personal care industries. We're passionate about the work we do, because together, we have a broad impact on our world.

Our ~3,000 team members serve 40,000 clients in 180 countries from our 45+ offices and labs, as well as remotely/ at client sites.

More information about NSF can be found at [nsf.org](https://www.nsf.org).

Notice to Agency and Search Firm Representatives: Please note that NSF is not accepting unsolicited resumes from agencies/search firms for this role. Resumes submitted to an NSF Employee by a third-party agency without a valid written & signed search agreement between NSF and said third-party agency, will become sole property of NSF. No fee will be paid if a candidate is hired as a result of an unsolicited agency or search firm referral. Thank you.