



Apply here

Start date

June/July

Duration

6 months

Languages

Good spoken and written English levels are required (B2 onwards)

Location

[Cambridge, England](#)

Home to the world-famous University of Cambridge, dating back to 1209, this historical city has beautiful architecture and majestic college buildings aplenty. With fascinating museums, atmospheric pubs, fine dining, incredible street food and ancient colleges all jostling together in the city centre, as well as the beautiful riverside and open green spaces, you are guaranteed a great experience.

Are you eligible?

You are eligible for an ESPA internship if you are a registered student or have graduated within the past two years and have access to some form of grant funding

Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

Role

This is a great opportunity for an organised, focused student to gain experience in several different areas of business. Mentored throughout, you will work within a small team to support the host company in day-to-day tasks, and to design and implement a range of processes that will be critical in helping the business achieve its growth ambitions. This will typically involve understanding the process they require, selecting the delivery mechanisms and then working with them to deliver the service and documenting what needs to be done, including KPIs. For the selected candidate this will provide a great all-round work experience.

Tasks

- Manufacturing, stocking, and fulfilment. Develop management information and dashboards to help forecast requirements, purchase the right parts and service, and identify how each batch of stock has been built.
- Customer success. Overhauling information (data sheets, product 'how-to', website support) that describe the products and help customers understand how to use them.
- Developing mechanisms for customer support (FAQs, administration views, tools for logging and resolving queries)
- Compliance; Developing and updating policies and records for a range of compliance issues such as GDPR, Health & Safety, Risk, and Method Statements.
- Sales and marketing. Working with the existing CRM software to improve forecasting
- Managing customer projects. Processes for forecasting and managing resource needed for customer projects, plus some delivery support for tasks such as report writing

Desired Skills

- Studying for a degree in Business management or related with an interest in manufacturing and IT.
- Competent with spreadsheets and manipulating data. Software skills or experience with APIs or integration would be a plus
- Highly organised, with good prioritisation & communication skills
- Driven by a desire to improve the status quo and to get things done.
- Curious about people and how technology may serve them

The Host Company

This host company is a start-up that helps real estate professionals make better decisions about upgrading their buildings using environmental and energy data. The market for monitoring building performance is growing very rapidly and our host company is now looking at ways to grow and take advantage of this. To do this well, they need to put in place a full set of operational processes, plus deliver on a number of customer projects over the summer. They are looking for talented individuals to support this exciting new business and you can make a very positive contribution.