



## Business Service Support

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Life Sciences



Food & Beverage



Export



Industrial



Everyday Life

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# The Company

## Fileder Filter Systems Ltd

- Sales on target for £20 million in various industries and applications throughout UK and Europe
- Established 1981 and remains an independent, family run company
- 10% of profitable sales increase year-on-year, through low-value commodity to high-value capital systems

Established, independent and specialists in advice and supply of Water Filter Systems, Water Treatment Products, Process Filtration, Water Filter Housings, Microfiltration Filter Cartridges, Particulate Filtration, Ultraviolet (UV) Disinfection Systems and Reverse Osmosis Systems.

With over £5 million of stock held in our UK and German facilities, we provide our customers with the best service available. The stock availability, technical support, external account managers, training and laboratory facilities we provide, offer excellent customer service which is why our customers agree that we are 'easy to deal with'.



Our modern and open plan office is based in Maidstone, Kent, benefiting from free on-site parking, a chill-Out room and changing rooms with showers. While main office hours are 9am to 5.30pm, some departments vary. Employees can also enjoy a variety of excellent perks offered by this forward-thinking company.

# The Department

The role forms part of the Business Services Department. This department is divided into teams and is tasked with ensuring the Company operates legally, efficiently and responsibly through expert knowledge and developed processes.

The department's responsibilities include human resources (HR), health & safety (H&S) and finance as well as the implementation and auditing of various international standards, certifications and accreditations. As such, the department offers a service to the rest of the company.

# The Role

The Business Services Support role is a 'hands-on' one, predominantly supporting the Company Secretary with project and day-to-day commercial work along with general / HR administration and assisting other members of the department during peak periods and absenteeism.

The Business Service Support will report to and take direction from the Company Secretary.

# The Person

Business Services Support ideally will have solid business acumen; an ideal role for a business graduate, who is keen to learn the supporting roles found behind the face of a successful company. The role demands a high-level of diligence and written skills, with the confidence of liaising with all levels whilst possessing the necessary confidentiality, intelligence, flexibility and adaptability that this position demands. The Business Service Support must have a 'can-do' attitude.

A willingness to learn and develop knowledge in all aspects of this busy department will be expected.

In-house training is provided but beneficial qualifications include A-level English and a Business / Management Degree or similar.

The candidate must have eligibility to work in the UK.

# The Responsibilities

To include, but not limited to:

- To develop an understanding of the day-to-day relevance of Legalities, Health & Safety and Human Resources, and the importance they have on Company operations, to allow general administration support in these arenas
- To take minutes with regards to ISO H&S, Quality Management and Environmental along with HR meetings and, where relevant, assist with the general administration of meeting follow up action
- With guidance on contents, create internal training material and informative presentations / Workplace posts to keep the Company employees updated on relevant matters
- To assist with the general administration of business partners' questionnaires and other such documentation
- To offer administration support with certification project work, including WRAS, ACS, ISO, BS6920
- To assist with ad hoc projects
- To support with general day-to-day matters, from obtaining lunches during working meeting to supporting with personal matters, allowing senior staff to focus on work
- To learn the basics of the financial assistant role to allow for coverage during absence as well as supporting the department in general during absence and busy periods
- To carry out any reasonable instructions given by Management for the benefit of the Company

# The Headquarters

Fileder Filter Systems Ltd  
20/20 Business Park  
Maidstone  
Kent  
ME16 0LS



**Warehouse**  
Fileder holds over **£5 million** of stock in **1000+** pallet spaces

**Production Facilities**  
The production team process over **45,000** bespoke products per year

**Delivery**  
**97%** of orders despatched same day

**Training Facilities**  
Training facility for **20** customers

**Customer Services & Technical Team**  
**18** dedicated customer services and technical personnel

**Laboratory Facilities**  
In-house testing facilities to **1,800 litres** per hour

**Technical Sales Team**  
**14** Business development executives

**ISO 9001 Certified**  
Professionalism and a passion for customer service has ensured this status for over **20** years