

Head Office
131 Carnamuff Road
Limavady
Northern Ireland
BT49 9JG



Customer Success & Financial Operations Executive

Location: Limavady (Hybrid – office-based with up to 2 days remote working per week)

Salary: £32,000 per annum

Reporting To: Leadership Team

About Nurtur

At Nurtur, we help healthcare providers improve patient outcomes through rapid access to specialist therapeutic seating and based on hire and exceptional service. We are a fast-moving, purpose-driven company focused on improving mobility, reducing harm, improving patient flow and supporting healthcare teams to deliver better care.

Nurtur is an ambitious and values-driven organisation with a strong focus on continuous improvement. We are a close-knit, highly supportive team that places real importance on trust, accountability, and respect.

Seating Matters, a global manufacturer of specialist seating solutions, works in close collaboration with Nurtur and is supporting the recruitment process for this position.

The Opportunity

Seating Matters are supporting Nurtur in the search for a highly organised, proactive and confident Customer Success & Financial Operations Executive to be based in Limavady, supporting their London-based service delivery team.

This is a varied, hands-on role suited to someone who thrives in a fast-paced environment and enjoys taking ownership across multiple areas of the business. The successful candidate will be adaptable, proactive and comfortable supporting a broad range of responsibilities as priorities evolve.

This role suits someone who enjoys bringing order, improving systems and delivering an exceptional customer experience, while working with a high degree of independence and accountability to proactively manage responsibilities and make sound decisions.

Key Responsibilities

- Customer support, communication & relationship management.
- Triage incoming calls and ensure customer enquiries are handled quickly and professionally
- Confidently contact customers to clarify, amend or adjust purchase orders where required
- Deliver a high standard of customer experience across private individuals and NHS procurement teams

- Ensure customer journeys are smooth, responsive and professionally managed
- Build strong relationships with customers and colleagues

Financial Operations & Administration

- Process purchase orders accurately and efficiently
- Ensure orders are correctly managed to enable timely and accurate invoicing
- Support finance administration with strong attention to detail
- Maintain accurate operational and financial records

Reporting & Business Performance

- Generate weekly reports on operational performance and key business metrics
- Support leadership with clear visibility of business performance
- Track trends and highlight opportunities for improvement

Continuous Improvement & Operations

- Identify opportunities to improve efficiency, flow and customer experience
- Support the development of systems and processes across the business
- Contribute to continuous improvement initiatives
- Take ownership of a broad range of responsibilities within a growing business

Who We're Looking For

Essential Skills & Experience

- Experience in customer success, administration, operations, finance support or similar roles
- Proven ability to manage responsibilities independently
- Highly organised with excellent attention to detail
- Confident and professional communicator
- Strong ability to multitask and prioritise effectively
- Comfortable working with autonomy and accountability
- Adaptable and proactive, with a willingness to contribute across a broad range of responsibilities as business needs change
- Strong IT skills, particularly Microsoft Office (Outlook, Excel, Teams)
- Familiarity with CRM systems (e.g. HubSpot) & accounting software such as Xero

Desirable Experience

- Experience within healthcare, logistics, rental or service-led environments
- Experience producing reports or tracking performance metrics
- Interest in Lean, process improvement or continuous improvement

Culture

Nurtur places significant importance on culture. They are a close-knit team that values:

- Teamwork and mutual respect
- Ownership and accountability
- Independence and initiative
- Continuous improvement
- Doing the right thing for customers and patients

Working Pattern

This is a hybrid role, primarily office-based, with the option to work from home up to 2 days per week. Due to the nature of healthcare support, there may occasionally be a requirement to support bank holiday cover depending on demand. Overtime will be available where additional support is required.

Salary & Benefits

- £32,000 annual salary
- Expected annual bonus of £2,000–£4,000 based on performance
- 25 days annual leave + bank holidays (in line with business requirements)
- Private health insurance
- Hybrid working flexibility
- Opportunity to contribute to meaningful healthcare outcomes
- Career development within a growing organisation
- Opportunity to travel to the London depot and customer sites

Interested?

This role is being recruited by Seating Matters on behalf of Nurtur. We welcome applications from individuals who are organised, proactive, customer-focused and motivated to be part of a high-performing team where culture, trust and continuous improvement matter.

To apply for the above role please email your CV to careers@seatingmatters.com