

Lime Heating job vacancies

Roles: Bookings and operations assistants
Contract: Part-time and full-time positions available, fixed-term and permanent

Company description

Serving Milton Keynes and the surrounding areas, Lime Heating is an established team of fully-accredited, Gas Safe registered heating engineers and plumbing professionals. We are committed to providing unrivalled services with clear and reliable communication and comprehensive knowledge of safety standards and regulations. Our dedication to customer satisfaction and drive for excellence make us confident in becoming the go-to choice for all heating and plumbing needs. Our services include gas boiler servicing, gas safety checks, boiler installation, boiler repair, kitchen and bathroom plumbing, gas pipework, warm air heating, and boiler cover plans.

Role description

We're looking for a proactive and organised Bookings & Operations Assistant to support our growing heating and plumbing business. Lime Heating is known for clear communication, friendly service, and exceptional customer care so we're looking for someone who can help maintain and champion that standard with every interaction.

This is an ideal role for someone who enjoys problem-solving and takes pride in supporting a smooth-running operation. The role is office-based at our premises in Linford Wood. We offer a competitive salary which will be dependant on the role agreed.

Key responsibilities

- Handling bookings for private customers via phone, email, and our online booking system
- Managing letting agent appointments and coordinating between agents, landlords, and tenants
- Organising engineers' schedules to maximise efficiency and minimise travel
- Monitoring job progress and keeping customers updated
- Maintaining accurate records and detailed job notes
- Providing follow-up communication and aftercare to ensure customer satisfaction
- Assisting with general office tasks to support the wider team



Skills & requirements

- Excellent written and spoken English
- Strong organisational and time-management skills
- Confident communicator with a friendly, professional manner
- Quick learner able to understand plumbing/heating terminology and our range of services
- Strong logistical skills with the ability to plan and prioritise
- High attention to detail, especially when recording customer notes
- Comfortable using digital tools, booking systems, and email platforms
- Ability to stay calm and helpful when handling busy periods or urgent jobs
- Problem-solving mindset with a willingness to take initiative
- Experience in customer service, admin, scheduling, or property management (desirable but not essential)

Flexibility

We're flexible in how these role/s could be structured. We currently need extra support through our busy winter season as well as cover for an upcoming period of maternity leave, later in 2026. We're open to these positions being filled by one, or more than one person.

We expect to create a part-time position (around 16 hours per week) to support day-to-day bookings and admin through our busy period.

In order to provide maternity cover we are looking for someone available for full-time hours. This may be a second fixed-term position, or may be filled by the person in the role above, if they can increase their hours for a few months.

This means the opportunity could be:

- A part-time role at 16 hours per week
- A separate full-time role for maternity cover
- One role that temporarily increases to full-time for maternity cover

We're open to shaping the position to suit the right person, or people.

How to apply

Interested? Let's talk!

Send over your CV plus a few lines about why you'd be a great fit and what your ideal hours and availability looks like.

Email your CV to info@limeheating.co.uk or call 01908 904 407 to find out more.

