

Lime Heating job vacancy

Role: Bookings and operations assistant
Contract: 40 hrs per week, fixed-term
May-September 2026 (maternity cover)
Salary: £26,436 (pro rata)

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 maternity cover to fill our Bookings & Operations Assistant to position. 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. Office hours are 8.30am - 5pm

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)

How to apply

Interested? Let's talk!

Send over your CV plus a few lines about why you'd be a great fit for the role.

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

