

Graduate Trainee - Fortuna.Bambach

Position Details

Job Title: Graduate Trainee

Location: Enfield, North London

Contract: Initial 6-month paid placement | Competitive Salary

Future Opportunity: Potential permanent role following successful completion of initial 6-month contract | Long-term opportunities in a rapidly growing company

Hours: Full-time (Monday-Friday, with occasional Saturday showroom cover if required)

Join us at Fortuna.Bambach to gain hands-on experience across healthcare, mobility, customer service and business operations.

Introduction

As demand for healthcare, accessibility and independent living solutions continues to grow, this sector is expected to offer strong long-term career prospects and meaningful opportunities for progression.

The work carried out by Fortuna.Bambach relies heavily on real-world problem solving, hands-on technical ability, customer interaction, empathy and professional judgement.

Personal interaction and human skills are required to support customers in their homes, work alongside healthcare professionals, carry out assessments, installations and practical adaptations. Consequently, although emerging technologies will be valuable tools, they cannot easily replicate the work done by real people.

About Fortuna.Bambach

Fortuna.Bambach comprises [Fortuna Mobility](#) and [Bambach UK](#) providing specialist independent living equipment and adaptation solutions. It operates from a large showroom, warehouse and training centre in Enfield.

The business works closely with customers, healthcare professionals, hospitals, care homes and local authorities to provide tailored solutions that improve independence and quality of life.

Fortuna.Bambach Ltd.

4 Northgate, Crown Road, Enfield, LONDON EN1 1TG.
020 8805 2020 | info@fortunabambach.com | www.fortunamobility.com
020 8532 5100 | ask@fortunabambach.com | www.bambach.co.uk
Company Reg. No. 13763614

About the Role

Key Points:

- The role is fundamentally based on helping people with health and disability needs
- The company is growing extremely rapidly, requiring on-going operational development. we are committed to maintaining this trajectory of progression and development
- We are a private company and need to make a profit, however most profits are re-invested to fund service improvement
- The management structure is relatively flat and a successful candidate will work directly with members of the senior management team
- The role requires complex problem solving, balancing the interplay of:
 - Physical healthcare needs
 - Psychosocial needs
 - Equipment options
 - Efficient allocation of physical resources
 - Making best use of team expertise
 - Finance (our own and that of our clients)

This is a varied and practical graduate office based role designed to provide exposure to multiple areas of the business. You will not be spending two years carrying out one repetitive task over and over, instead every day will contain unique problems that require critical thinking to resolve. The successful candidate will work alongside experienced staff and gain insight into the healthcare, mobility and independent living sector.

They will have the opportunity to develop administrative, operational, customer-facing and problem-solving skills while supporting both office and field-based activities.

The role may particularly suit graduates interested in:

- Healthcare
- Business management
- Occupational therapy environments
- Customer experience
- Operations and logistics
- Medical devices or mobility equipment
- Sales and account management

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Key Responsibilities

Administration & Office Support

- Assisting with day-to-day administration tasks
- Using systems such as **Sage** and **CRM**
- Processing customer enquiries, quotations and orders
- Updating customer and product records
- Supporting scheduling and coordination of appointments, deliveries and surveys
- Assisting with reports, spreadsheets and documentation

Customer Service

- Answering telephone and email enquiries in the office
- Supporting customers visiting the showroom
- Providing a friendly and professional first point of contact
- Liaising with healthcare professionals including Occupational Therapists (OTs), carers and case managers
- Helping customers identify suitable products and solutions

Showroom & Product Experience

- Learning about a wide range of mobility and healthcare products including:
 - Stairlifts
 - Ramps
 - Wheelchairs and mobility aids
 - Hoists and slings
 - Bathroom adaptations
 - Specialist ergonomic seating
- Assisting with showroom presentation and demonstrations

Warehouse & Operations

- Spending time within the warehouse and logistics team
- Learning stock control and product preparation processes
- Supporting deliveries and equipment setup
- Assisting with product assembly and checks

Field Experience

The trainee will also have opportunities to leave the office to accompany experienced staff and gain valuable experience on:

- Product assessments & site surveys
- Installations
- Customer demonstrations

This provides valuable real-world experience of how equipment and adaptations can improve people's independence and quality of life.

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What We Are Looking For

Essential

- 1st or 2:1 undergraduate degree or above in any subject (proof will have to be provided prior to starting)
- A very strong work ethic
- Strong communication and interpersonal skills
- Friendly, professional and approachable manner
- Good organisational skills and attention to detail
- Willingness to learn and work across different departments
- Confidence using IT systems
- Positive and flexible attitude
- DBS clearance (we will arrange)

Desirable

- Interest in healthcare, mobility or assistive technology
- Driving licence

NB: This role is in person at our Enfield office only and we are unable to offer remote working. All applicants must already have right to work in the UK and we are unable to provide visa sponsorship.

What You Will Gain

- Broad business and operational experience
- Exposure to healthcare and independent living services
- Experience working with healthcare professionals including OTs
- Training on specialist mobility and seating products
- Understanding of customer assessments and installations
- Experience with Sage 200 and Zoho CRM
- Mentoring from experienced staff, including working directly with senior management
- Opportunity to progress into a permanent role

How to Apply

Please send your CV and short covering letter explaining why you are interested in the role to: **hr@fortunabambach.com**

Progression would involve initial telephone screening and then a face to face interview.

Start Date

As soon as possible, negotiable.

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