



# Customer Service Assistants

**Facilities Team**

**(Ipswich)**



# Hello<sup>o</sup>

**We are a dedicated youth charity, empowering every young person to raise their ambitions and realise their potential.**

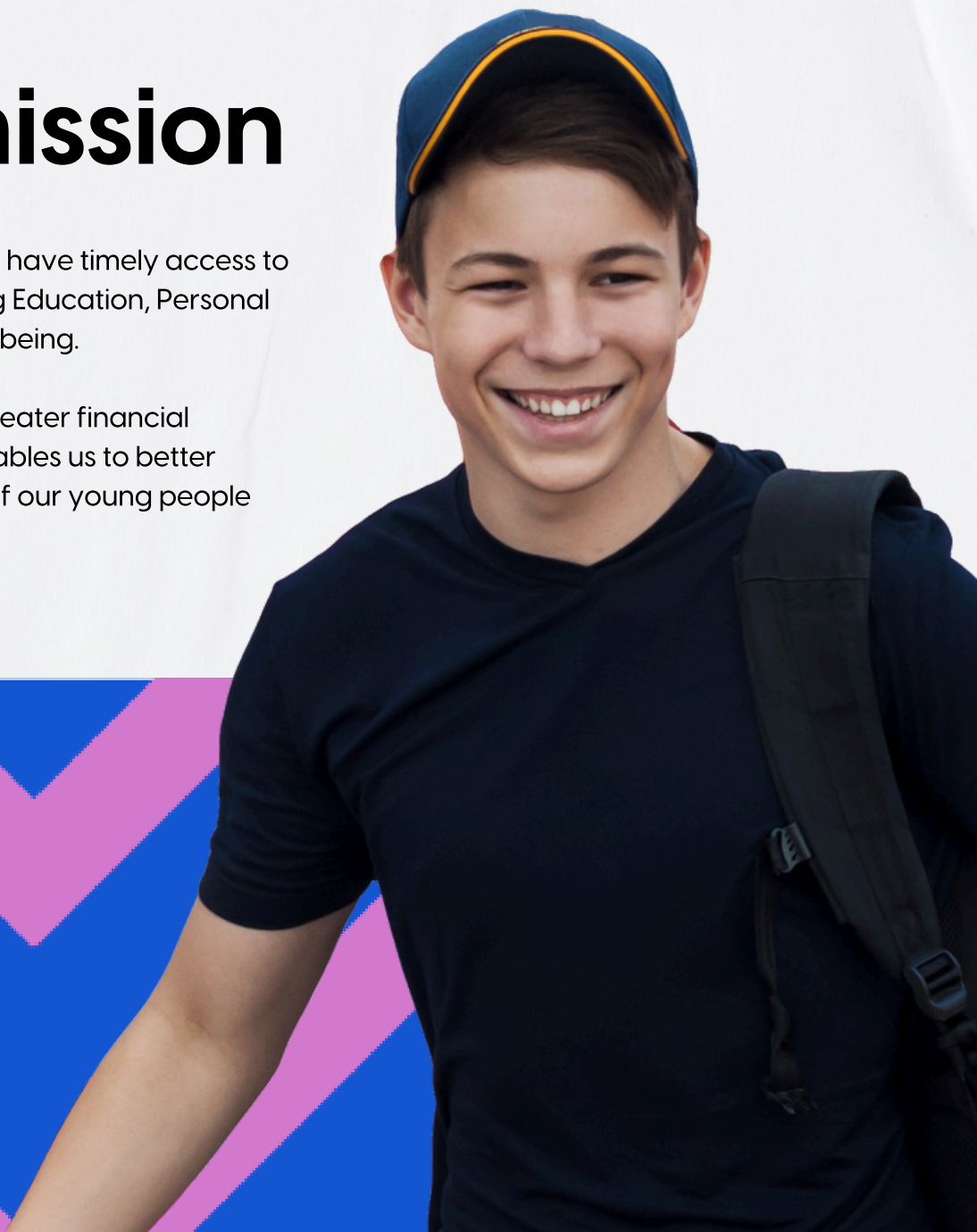
Working closely with young people, we support their personal development and wellbeing, as well as helping them overcome obstacles and progress onto professional pathways.

Every day, we work to enrich the lives of young people.

## Our mission

For all young people to have timely access to our services supporting Education, Personal Development and Wellbeing.

As a charity, to build greater financial independence that enables us to better respond to the needs of our young people and their communities.





# The role

**Title: Customer Service Assistants (x 2 roles)**

**Reports to: Multi-sites Operations Manager**

**Based at: Ipswich Site**

**Salary: £11.44 per hour (increasing to £12.21 per hour from April 2025)**

**Hours of Work: 23.5 hours per week (Mon - Thurs 1700 - 2100 hours and Sunday 0900 hours - 1600 hours)  
6 hours per week (0930 - 1600 hours Saturday)**

We're on the lookout for enthusiastic staff to join our Facilities Team to support and assist with the day to day operations of the Events venue. The post-holders will provide excellent customer service, manage bookings, undertake administrative tasks and ensure the venue's upkeep.

.Ready to make a difference? Apply now!

# Key responsibilities

## 1. Customer Service

Provide an excellent customer service to all visitors, customers and event attendees.

## 2. Operations

Support with event and meeting room set ups and the general upkeep of the event spaces after bookings. Main refreshment stocks and handle the sale of refreshments to customers.

## 3. Bookings and Administration

Monitor and manage the booking system and check in with customers ahead of their bookings to confirm details. Assist with invoicing and ensuring payments are recorded and processed and outstanding payments are followed-up



# The personal profile



We're looking for someone to join our team and help drive our work with young people forwards - does this sound like you?

	Essential	Desirable
The ability to maintain good working relationships with a wide range of people	✓	
The ability to work on own initiative, with the minimum of supervision, within a busy environment and prioritise tasks based on the building's needs.	✓	
Strong attention to detail and commitment to maintaining high standards of cleanliness, handling of bookings and processing payments.	✓	
Effective time management skills, including the ability to prioritise and manage a varied workload and handle multiple tasks efficiently.	✓	
Experience with good timekeeping and working to tight deadlines.	✓	
Experience in delivery of exceptional customer service in a front facing role, ideally within a sports, events or hospitality industry.		✓
Experience and understanding of Safeguarding and PREVENT and following appropriate regulations.	✓	
Prior knowledge of health and safety (e.g. risk assessments, First Aid).	✓	
Enhanced DBS Certificate.	✓	
Basic IT and administrative skills including experience with using emails; invoicing and basic payment systems.	✓	
Excellent Verbal and written communication skills to interact with a wide range of customers and staff members.	✓	
Enthusiasm, stamina and willingness to work unsociable hours when necessary.	✓	
Strong problem solving skills and the ability to use initiative in a dynamic, fast paced environment	✓	
Team player with a willingness to take on varied tasks and work flexibly to meet the venue's needs	✓	

# The benefits

Join our fantastic Team and enjoy a range of benefits to enhance your own well-being, improve your work-life balance and most importantly make a difference to the lives of the young people we work with. Our benefits include:

- An extra day of annual leave for each year of dedicated service.
- A competitive salary that recognises your skills and dedication.
- Free spaces for your dependents at our holiday clubs, providing peace of mind for working parents.
- Free car parking at our centres for easy access to the workplace.
- And, maybe most importantly, you'll be making a real difference every day!

## How to apply



**Deadline: 0900 hrs on Monday, 2nd December 2024**

**Interviews: Monday, 9th December 2024**

If you have the right skills and experience for this role then please apply by forwarding an up-to-date CV to Danielle Wright, Multi-sites Operations Manager at [daniellew@inspirecharityuk.org](mailto:daniellew@inspirecharityuk.org)

We review every application carefully and, if we consider your profile a good match, we will contact you to invite you to take part in the interview process. The first part of the interview process will be a telephone interview and the second part of the process will be in the form of a formal interview.

Shortlisting and interviews will take place while the advertisement is live, which may mean the position is closed early if suitable candidates are found.

[info@inspiresuffolk.org.uk](mailto:info@inspiresuffolk.org.uk)  
0330 055 0033

