



Customer Service Administrator

Reporting to: Office Manager or Commercial Manager

Hours of work: up to 30 hours per week over 5 days. School hours considered.

Salary: £15,000 – 18,000FTE depending on experience (pro rata, .8 FTE)

Terms: Temporary

Location: Sacrewell, Great North Road, Thornhaugh PE8 6HJ

Working in this fast paced environment you'll be handling quotes, bookings and service contacts through calls and emails. This role will also assist in providing an efficient, effective and flexible office support service to Sacrewell staff and William Scott Abbott Board of Trustees. The post holder may undertake administrative tasks, ensuring the rest of the staff has adequate support to work efficiently.

Responsibilities will include internal/external communications, and may include cash handling, IT/processes, record keeping, general administration and financial management. The Customer Service Administrator will ensure the smooth running of our charity and business and contributes in driving sustainable growth.

WHAT YOU'LL DELIVER:

It's about great customer service: You will provide 'exceptional service, every time, for everyone' and demonstrate our values and behaviours every day. You will provide a consistent point of contact for internal and external queries / correspondence by efficiently and confidently managing inbound calls and emails by providing information from or inputting data for bookings into standard systems in a compliant manner.

It's about supporting growth of the business: You will use all customer contacts as opportunities to promote and sell our products

It's about supporting the business: You'll assist providing an efficient and effective business support service which may include data analysis, the discrete handling of management information, and financial business support, including weekly banking.



It's about teamwork: You will be an excellent team player working alongside colleagues and volunteers, sharing knowledge and information, helping to create a great place to work.

It's about working safely: You will comply with Sacrewell procedures to manage risk to yourself, volunteers, visitors and contractors.

KNOWLEDGE, SKILLS and EXPERIENCE

- A proven track record within a customer service industry
- Outstanding written and verbal communication skills including questioning, influencing and negotiating techniques with active listening and a confident style
- Ability to apply product and system knowledge across a wide range of queries.
- Relevant experience as an office administrator, office assistant or relevant role
- Awareness and understanding of the core purpose and work of Sacrewell.
- Good team player.
- Flexible customer-focused approach, able to multi-task, prioritise own workload, and maintain confidentiality.
- Literate and numerate with basic financial skills, may have some basic project management experience
- Knowledge of Health and Safety, Fire and Security, Equality and Diversity procedures.
- Experience of records management and information systems.
- Well organised and attentive to detail.
- Advanced IT skills (Microsoft Office)