

ROLE PROFILE

Customer Services Officer - YPS



Role Overview

Provide a reception service for the Foyer, providing administrative support to the team and being the first point of contact for customers, visitors, internal/external partners and colleagues.

RESPONSIBILITIES

- Provide a reception function to the Foyer, ensuring a positive and professional service to both customers and visitors.
- Provide administrative and clerical support to the team, including collating data and statistics for reporting purposes, minutes and note taking.
- Responsible for ordering goods and supplies, creating orders and processing invoices through the company financial systems.
- Process referrals and enquiries in accordance with policy and procedure, to support the allocation process.
- Oversee the reporting of repairs to Your Response, keeping accurate repair's records and monitoring completion of works.
- Maintain filing systems, archiving and assist the team with setting up files, ensuring the correct documents are included.
- Maintain a diary system for room bookings.
- Receive and distribute internal and external mail efficiently and effectively.
- Deal with banking and follow financial procedures.
- Undertake additional duties appropriate to the role and/or grade.

Our values



STRENGTHS

- ✓ Ability to relate to vulnerable customers; must be able to demonstrate empathy
- ✓ Good interpersonal skills and communication skills with the ability to relate to a wide range of people
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office and a range of ICT packages
- ✓ Good administration and organisational skills and ability to prioritise a busy workload
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of Safeguarding
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Experience working with young people
- ✓ Understanding of working in an Advantaged Thinking way