

Customer Services Advisor

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Company: Ipswich Borough Council

Location: Kettering

Category: other-general

Job details

Job titleCustomer Services Advisor Job referenceREQ00830 Date posted09/04/2024

Application closing date01/05/2024 LocationVarious Sports Centres Salary£5,675 - £5,868

Contractual hours8.5 BasisPart time Job category/typeCustomer Services AttachmentsBlank

Job description

Can you provide a fantastic front of house service to ensure we retain customers and promote sport services to new members?

We are looking for conscientious, hardworking individuals with excellent customer service skills to join our Sport and Leisure service.

This role is predominately customer facing within our sport centres and swimming pools, with the key responsibilities of greeting customers, proactively responding to enquiries, and providing accurate information about our services in a positive manner.

The applicant should have experience in a similar environment and be able to confidently communicate with a range of people. Previous experience in cash handling and excellent computer skills are a distinct advantage for this role.

We would encourage applicants with a good understanding of the benefits of living a healthy lifestyle and with the ability to motivate others to engage in an active lifestyle to apply.

The ability to work flexibly to cover colleagues annual leave as well as willing to work evenings, weekends, and during school holidays would also be preferable.

DBS clearance is required for this role.

There are two 8.5 hour positions available, with hours from Monday to Sunday.

The post holder will be required to work a shift pattern, including evenings, weekends and Bank Holidays.

As well as a competitive salary, the Council offers Local Government Pension Scheme (LGPS) membership, subsidised parking for work and leisure, public transport discounts, free swimming and gym membership, cycle purchase scheme, learning and development opportunities, flexible working opportunities, wellbeing support, lifestyle benefits and the opportunity to work with great colleagues.

For more information about this role please contact Libby Page on 01473 432204 or via email Libby.Page@ipswich.gov.uk

Please download the Job Description and Person Specification to find out more about this role: [Job Description and Person Specification](#)

The selection process will be an interview. Interviews will be held the week commencing 6th May 2024.

The assessment interview process will be carried out remotely via Skype for Business, Microsoft teams or in person.

Early applications are encouraged as we reserve the right to interview candidates who meet the essential criteria prior to the closing date and / or to close the opportunity to applicants once we receive sufficient applications.

Please note CVs are not accepted.

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Cross References and Citations:

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