



Charity no: SC025643 Company no: 171155

Customer Services Assistant (Full or Part time) (2 posts)

Grade 2/3: £16,926 to £21,500 (Placement dependent on experience - pro rata for part time posts)
Permanent

For over 27 years Lifelink has supported adults and young people to make positive changes in their lives, realise their own abilities to cope with stress and develop ways of overcoming mental illnesses such as anxiety and depression. We believe everyone is unique and our aim is for every person we work with to become happier and healthier, wherever they live, work or learn.

We are now looking to recruit two Customer Services Assistants to work in our busy Client Contact Centre. Acting as the first point of contact for our business, you will provide exceptional levels of customer service to our clients, customers and partners. You will be taking and inputting client referrals, scheduling appointments, responding to queries, staffing reception, and assisting with general administrative duties within our Corporate Services Department.

These roles are offered on a full-time basis, and the successful candidates will be expected to work standard shifts between the hours of 09:00 and 17:00, Monday to Friday. There will also be a requirement to work a late shift on Tuesdays on a rotational basis, between 11:30 to 19:30.

The successful candidates will have:

- A good standard of general education
- Excellent communication skills, and an ability to engage in active listening to provide the best client experience
- Familiarity with the Microsoft Office suite of products, particularly Word and Excel
- Excellent keyboard skills, with the ability to record information quickly and accurately
- Experience of working in a customer service / administration role. Call centre experience would be advantageous but by no means essential.
- Excellent time keeping and be able to prioritise workload in a busy environment
- A willingness to learn new skills and be flexible to suit the demands of the business

People are our business and our greatest asset. If you think you possess the values, determination and flexibility required we would be delighted to hear from you.

In addition to a competitive salary, we offer a host of benefits including up to 31 days annual leave, up to 6 public holidays, a generous contributory pension scheme and health care benefits. Application packs are available from our website at <https://www.lifelink.org.uk/customer-services-assistant/>