



recruitment information pack

customer service assistant and receptionist

job title	department
customer service assistant and receptionist	administration
salary	reports to
£13.15 per hour (london living wage)	head of operations
hours (12 hours per week)	annual leave entitlement
Mon 14:30 - 21:00 Tues 14:30 - 21:00 <i>*please be aware this role involves evening work</i>	28* days + bank holidays* (*pro rata entitlement based on a 35 hour working week)

the main purpose of the role:

- + to offer high quality customer service to all visitors and enquirers;
- + to be responsible for the day to day operation of the reception area, providing information efficiently and effectively;
- + to undertake administration for membership renewals and meeting room bookings;
- + to undertake additional general administration for The Bridge and provide administrative support to the management team when required.

> job description + key responsibilities

- offer front line customer services at the reception desk, including: operating the switchboard; meeting and greeting visitors; dealing with deliveries; logging keys; ensuring sign in procedures are followed.
 - respond efficiently and professionally to customer enquiries: by telephone, email and face-to-face.
 - make appropriate decisions with regard to the referral of specialist enquiries and ensure that these are followed up.
 - develop positive relations with staff from all departments and support their work, as appropriate.
 - undertake administration of membership renewals and room bookings, including processing bookings and payments.
 - open or lock-up the building depending on shifts and undertake general 'caretaking' duties to ensure the building is ready for use (e.g. undertaking checks of the building, re-stock WCs)
 - arrange rooms and equipment before and after courses and meetings (e.g. moving furniture, preparing equipment and materials)
 - resolve general customer queries, referring complex queries or complaints to senior staff as necessary.
 - investigate and resolve general reconciliation or booking discrepancies.
 - work with colleagues to develop and improve the administration of The Bridge, ensuring all procedures are as efficient as possible.
 - make informed decisions regarding the referral of enquiries and the handling of visitors.
 - commitment to customer service, providing standard information and guidance whilst remaining friendly and positive in a busy environment.
 - handling departmental petty cash.
 - processing payments in line with agreed procedures.
 - financial reconciliation relating to bookings and petty cash.
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- the post holder will undertake any other duties commensurate with this role.
 - the post holder will work at all times in accordance with the policies and procedures of the Charity.
 - this post is shift based and is therefore not included in the flexitime scheme.

> personal specification

all of the below skills, experience, attributes and qualities will be reviews through your application and, if selected, through your written test and verbal interview.

skill and experience	essential/desirable
high level word and excel skills	essential
experience of using databases	desirable
excellent administrative skills	essential
effective written and verbal communication skills	essential
good numeracy skills	essential
ability to deal with people at all levels	essential
ability to work efficiently with minimum supervision	essential
able to work flexibly and as part of a team	essential
ability to focus under pressure and work to strict deadlines	essential
working in a busy administrative environment	essential
operating a switchboard	desirable
financial reconciliation	desirable
working in a customer facing environment	essential
attributes and qualities	essential/desirable
ability to relate to people in a professional but helpful and friendly manner	essential
a commitment to equality of opportunity	essential
team working	essential
customer care	essential

the bridge charity

our mission: working to reduce inequalities in health and wellbeing by supporting women to make positive life choices.

our vision: a world where women are empowered to live positive, healthy lives.

who we are:

The Bridge is a health, fitness and wellbeing charity. We have been based in Southwark since 2012, and have been supporting women's health and wellbeing since 1932.

Our work began in the 1920s when a group of radical, outward looking women set out to form an organisation aiming to promote the intellectual, physical, spiritual, moral and social interests and needs of its members.

Today, our charitable work provides women with the facilities to equip them to have a better life, through knowledge, self-belief, exercise and diet so they can benefit from good health and wellbeing and take control of their own lives.

benefits overview

some of our benefits at The Bridge include:

- generous annual leave entitlement
- pension scheme
- free use of our gym (women only!)
- café discounts
- better bankside membership – buzz discount card to local shops and restaurants, access to a range of free seminars and events
- bupa cash plan scheme
- season ticket loan