

**Customer Service Administrator**

**£18,000 per annum**

**(Part time and job share would also be considered)**

Lambourne End Centre is looking for a Customer Service Administrator to carry out receptionist and shop duties including welcoming groups, answering phone calls, responding to queries, updating bookings information, engaging with customers through Social Media and marketing and monitoring feedback.

The Centre is a fantastic 54 acre site in south west Essex which is full of opportunity. The Centre’s scenic location in a rural setting, yet on the doorstep of East London’s urban fringe creates a unique resource. The Centre boasts residential accommodation and training facilities, outdoor adventure activities, a garden project and a working farm with dedicated environmental areas. These are used to generate a wide range of programmes which promote and deliver personal development opportunities for young people, especially those at risk or struggling in traditional mainstream environments. All the programmes are designed to encourage team building, problem solving and communication skills, as well as build confidence and raise aspirations.

Suitable candidates should have:

* **Experience of working in an office environment.**
* **Experience of dealing with customers in person, on the telephone and via email.**
* **An understanding of or willingness to learn how to utilise social media and other channels to promote the work of the Centre.**
* **Experience of using IT and a high standard of written English.**

The post will be based on a 35 hour week, but will involve flexible working including occasional evenings and weekends.

Due to the nature of the work, the post will be subject to an enhanced DBS check.

**Please download an application pack from the website:** [**https://www.lambourne-end.org.uk/vacancies**](https://www.lambourne-end.org.uk/vacancies) **or email the Centre to request the application pack: carolan.casey@lambourne-end.org.uk - please note that CVs will not be accepted in application for this position.**  The closing date for applications is Monday 6th December 2021 at 9am, and interviews for shortlisted candidates will be held in the week commencing 13th December 2021.

For more information about the Centre and the activities it runs please see our website www.lambourne-end.org.uk or phone 020 8500 3047.

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