

Customer Services Advisor

Full Time, Permanent

Salary: £18,130 - £19,729 per annum

Hours: 35 hours per week (Monday to Friday)

Location: Cardiff (Homeworking possible after training period)

St John Ambulance Cymru

St John Ambulance Cymru (SJAC) has supported people and communities across Wales since 1880.

Now, in 2022, St John Ambulance Cymru continues to perform a major role in strengthening community resilience, ensuring people are trained in first aid and able to fulfil key front-line roles to support vulnerable people, in addition to offering the opportunity for people from all backgrounds to develop their personal skills and confidence to support our charitable and income generating services whilst assisting their own career development.

Our focus is developing new, innovative services to help us achieve our mission of saving lives and enhancing the health and wellbeing of communities in Wales. We're undergoing an extensive and exciting programme of modernisation, forward thinking, encompassing a review of our existing services, financial and workforce models and we're developing a rejuvenated culture aligned to our core vision and values to improve our overall people experience.

The Opportunity

To help us achieve our mission to save lives and enhance the health and well-being in the communities of Wales, we are offering this exciting opportunity to join our Training Department as a Customer Service Advisor.

You will liaise with new and existing commercial customers to advise on our range of training courses, ensuring they receive the very best service, advice and the most appropriate training course.

What you will need to be successful

We are looking for a Customer Services Advisor to join a small friendly team coordinating commercial training course bookings at our National Headquarters in Cardiff.

You will be organised, proactive and enjoys dealing with people in a friendly and professional manner. The successful candidate will have excellent communication skills, with the ability to communicate via written, verbal and digital channels.

What you'll get in return

In return, you'll have access to a range of benefits including, but not limited to:

- 31 days holiday (including bank holidays)
- Access to a Blue Light Card, providing various discounts at more than 15,000 retailers.
- Employee Assistance Programme (EAP)
- Access to Private Medical Care
- Home/flexible working
- Various training and development opportunities

How to Apply

If you want to join Wales' leading first aid charity and you have the required skills and attributes to help us lead the delivery of our training strategy, we would love to hear from you!

To apply for this exciting opportunity, please download the attached application form and send it to recruitment@sjacymru.org.uk along with your CV by midday on **Friday 12th August 2022**.

Interviews will be held in person at our NHQ Offices in Cardiff, date to be confirmed.