

CUSTOMER SERVICES ADVISOR

Overview:

Your role will be to act as an ambassador for The Pickaquoy Centre and as such you will be expected to be a dynamic member of the team who thrives in a fast paced and changing environment.

You will be the first point of contact for all Pickaquoy Centre users. Welcoming customers, and providing excellent customer service is paramount to this role.

You will be expected to efficiently undertake all reception duties and exceed customer expectations. You will be trained to confidently apply up to date knowledge of all products and services when dealing with customer enquiries to maximise sales and customer satisfaction levels.

We are a Living Wage Employer

Hourly Rate:
£13.45 per hour
No. of Hours:
35hrs
(part-time applications considered)
Date Prepared:
November 2026
Responsible to:
Customer Engagement Manager
Responsible for:
Not Applicable

Why work for the Pickaquoy Centre?

- Free use of facilities
- Local Government Pension Scheme - employers contribution of 15%
- Discounted food and drink in the Picky Cafe
- Various Centre discounts, including Personal Training sessions, Sunbed use, Children's parties, Holiday Camp
- Enhanced annual leave entitlement linked to length of service
- Cycle to Work Scheme
- Contractual Sick Pay Scheme

Main Duties:

1. To assist in the smooth running of the daily operations of the Centre ensuring that all tasks are undertaken in respect of Health and Safety requirements.
2. To welcome all customer user groups and consistently provide outstanding levels of customer service.
3. To apply up to date knowledge of all products and services, to both encourage secondary spend sales and actively promote all services.
4. To assist in all aspects of reception duties such as processing bookings, ordering goods, general administration, cash handling and adherence to financial regulations.
5. To ensure all telephone calls, emails and general enquiries are answered and dealt with in a prompt, professional and efficient manner.
6. To operate the Centre's Booking Management System efficiently.
7. To be proficient in time management and task prioritisation.
8. To use the PA system for information and control, as required.
9. To ensure correct usage of the Centre's facilities by the public as stated within the Centre's admission policy and to adhere to operational procedures.
10. To assist with emergency procedures ensuring the safety of staff and public.
11. To assist with the training and induction of other team members.
12. To be meticulous in your personal presentation.
13. To take responsibility for high standards of presentation in the Reception area, ensuring cleanliness and hygiene standards are upheld.
14. To undertake any other duties as the management team may require.
15. The post holder may be required to work at other sites operated by The Pickaquoy Centre Trust.

Person Specification:

Attributes	Essential	Desirable
Professional / Educational Qualifications - • Hold an SCQF Level 5 Qualification in Administration, an ICDL Certificate in IT User Skills, or an equivalent adminstrative qualification		✓
Relevant work / other experience - • Cash handling experience. • Previous clerical or administration experience. • Previous customer service experience.		✓ ✓ ✓
Skills and Abilities - • Can demonstrate the ability to deliver outstanding customer service. • Basic IT skills, and the ability to learn to use the Centre's Booking Management System. • Can evidence a good level of numeracy skills. • Commitment and ability to be an effective team member. • Excellent organisational and communication skills.	✓ ✓ ✓ ✓ ✓	
Personal Qualities - • Conscientious. • Able to treat sensitive information in a confidential manner. • A calm and confident approach to completing tasks. • Friendly and enthusiastic. • Ability to work under pressure during busy periods. • A flexible approach to work in order to meet the ever-changing needs of the Trust.	✓ ✓ ✓ ✓ ✓ ✓	
Additional Job Requirements - • To have and be able to share a basic knowledge of the local area and community. • To be available to work on a rota system which will include early mornings, late finishes and weekends.	✓ ✓	

We are committed to inclusion and diversity, and welcome applications from groups with underrepresented protected characteristics. We are happy to discuss reasonable adjustments or arrangements for any part of the recruitment or selection process, or for the tasks and duties associated with this role.