

This is an exciting opportunity for someone with an interest in community engagement and local services to join the team at Enterprise House, helping people, businesses and communities access information, support and opportunities through its wide range of local services.

Customer Service & Administration Assistant

Hours: **16 hours per week** @ £12.90 per hour. Salary £10,762 pro-rata per annum.
(Monday & Tuesday 9am – 5pm, plus 15 Saturdays on a rota per year)

Location: Enterprise House, Station Street, Bishop's Castle, Shropshire, SY9 5AQ

Responsible To: Rural Lifeline C.I.C. Manager

Enterprise House in Bishop's Castle is seeking a capable, approachable and well-organised Customer Service & Administrative Assistant to join our friendly team on a part-time basis. This varied and rewarding role is ideal for an individual looking for a local position where they can make a positive difference to both businesses and the wider community.

Enterprise House is the community and business resource centre operated by Rural Lifeline C.I.C., providing accessible information, business services such as printing and stationery supplies, digital support, event equipment hire, all in the heart of Bishop's Castle. The site also provides workshops, offices and hot desks for hire. As well as managing the on-site library, the town's SpArC Theatre, all weather sports pitch and the Bishops Castle and Beyond local directory, website and social media.

As the first point of contact for users of Enterprise House, you will provide a warm welcome to visitors, customers and community members, ensuring they receive excellent customer service and support. You will also provide a wide range of administrative, business support and community engagement services, helping the organisation deliver its activities effectively and efficiently.

No two days are ever the same. Working within a small, close-knit and supportive team, you will be involved in a diverse range of tasks, from assisting customers with enquiries and digital support needs to providing administrative assistance for our wide range of services, supporting library services and helping individuals access information and community resources.

We are looking for someone with excellent communication skills, a confident and positive approach, and a genuine desire to help others. The successful candidate will be a flexible team player who can work independently when required, manage competing priorities and actively contribute to the welcoming and supportive environment for all Enterprise House users.

Principal Responsibilities:

- Act as the first point of contact for customers, visitors and community members, delivering a welcoming, professional and customer-focused service in person, by telephone and via email.
- Provide front-of-house support from the customer information desk, offering information, guidance and signposting to relevant services, staff members, community resources and external organisations.
- Handle customer enquiries in person, by telephone and email, resolving routine issues promptly and sensitively while delivering a consistently high standard of customer service.

- Provide basic community support, advice and signposting to relevant services, organisations and sources of assistance.
- Assist customers with digital inclusion needs by providing basic IT support and guidance on the use of computers, online services and office equipment.
- Undertake a range of customer-facing business services, including printing, photocopying, scanning, document collation, laminating, and the design and layout of printed materials.
- Schedule appointments and meetings on behalf of customers and colleagues, maintaining accurate records and ensuring effective communication.
- Carry out general administrative duties, including data entry, record keeping, logging customer work, document preparation, filing and correspondence.
- Provide administrative support to the Manager, Deputy Manager and across our full range of services, assisting with the efficient day-to-day operation of the organisation.
- Manage office supplies and stationery, including monitoring stock levels and placing orders as required.
- Support community engagement activities and help create a welcoming, inclusive environment for all service users.
- Support the delivery of library services by providing cover on the library desk during busy periods and participating in a Saturday morning rota.
- Maintain accurate customer and service records, ensuring confidentiality and compliance with relevant policies and procedures.
- Contribute to creating a positive, inclusive and supportive environment for customers, businesses, community groups and visitors.
- Work collaboratively with colleagues and partners to support the delivery of business support, community services and organisational objectives.
- Other administrative and support duties as required

Person Profile

The successful candidate will:

- Have strong interpersonal and communication skills.
- Be friendly, approachable and customer focused.
- Possess good organisational and administrative abilities.
- Be confident using IT systems and willing to support others with digital tasks.
- Be able to work effectively both independently and as part of a team.
- Demonstrate initiative, flexibility and a positive attitude.
- Enjoy working with people from a wide range of backgrounds.
- Be committed to providing high-quality customer and community support.

Person Specification

Essential Criteria:

- Excellent communication and interpersonal skills, with the ability to build positive relationships with customers, colleagues and community members.
- Friendly, approachable and customer-focused, with a confident, positive and helpful attitude.
- Experience of working in a customer-facing environment and delivering high standards of customer service.

- Strong organisational and administrative skills, with the ability to manage a varied workload, prioritise tasks and meet deadlines.
- Ability to work effectively both independently and as part of a team.
- Reliable, adaptable and flexible in responding to changing demands and priorities.
- Positive, proactive and resourceful approach to problem solving and resolving customer enquiries.
- Good IT skills, including confidence using computers, office software and online systems.
- Ability to support customers with basic digital and IT-related tasks.
- Excellent attention to detail and accuracy.
- Ability to remain calm and effective when working under pressure.
- Commitment to providing high-quality customer, business and community support.
- Ability to engage effectively with people from a wide range of backgrounds.

Desirable Criteria:

- Confidence engaging in conversation with a diverse range of customers and supporting a wide variety of enquiries.
- Familiarity with design and publishing software, including Canva and Microsoft Publisher.
- Experience supporting marketing, promotional or social media activities.
- Previous experience in a similar customer service, administrative, community support or business support role.
- Experience of working within a community, voluntary sector, library or public-facing environment.
- Strong time management skills and the ability to plan and organise work effectively.
- Patience, empathy and an understanding of the needs of individuals requiring additional support or guidance.
- An interest in community engagement, local services and helping people access information and opportunities.