



Customer Experience Assistant

Position: 25 hours per week (6 month Fixed Term with an opportunity to extend to full-time position)

Location: Hampshire

Start Date: Immediate

Salary/Pay: £ (Living Wage)

ActiveMe 360 have been improving physical, mental and social wellbeing through physical activity, sport and education since 2018. We are a 'Community Interest Company' (CIC), or more commonly known as a Social Enterprise.

Our vision is simple – Improved health and wellbeing for the UK, now and for future generations. One Person, One Family, One Community at a time. We passionately believe that leading an active and healthy lifestyle can support and improve people's physical, mental and social wellbeing. That's why we have made it our mission to inspire this in everyone we engage, and in everything we do.

As a proud Social Enterprise, we do things differently. We exist to add social value by ensuring the profits we make are reinvested back into local communities to enable social change and support us in achieving our vision and mission.

You will...

- Have a genuine care for education, community development and improving the well-being of others.
- Be committed to your own professional development.
- Commit time to volunteer and develop our Community Programmes.
- Want to be part of a new, forward thinking and innovative company striving to make a real difference.

About the role

This exciting and diverse role is required to support the commercial development of ActiveMe 360 and its services. The Customer Experience Assistant will play a key role in supporting all customer-facing aspects of the business and be part of a team focused on making a meaningful and positive impact on our communities and beyond.



The key responsibilities include, but are not limited to:

- Support our Customer Experience and Partner Experience provision across ActiveMe 360 services.
- Maintain excellent and up-to-date knowledge of all ActiveMe 360 services, customers and partners
- Respond efficiently and effectively to all customer enquiries - by telephone, email and face to-face - ensuring customer service quality standards are always adhered to
- Effective understanding and application of all Management Information Systems for processing customer data, as well as maintaining up-to-date knowledge of key functionalities to ensure consistency and efficiency in administration
- Work in project teams, as and when assigned, to support organisational needs and achievement of strategic goals
- Support other areas of the ActiveMe 360 business, when requested by line manager

Qualifications and Education;

- Must hold a minimum of 5 x GCSE's (or equivalent), grade A-C inc. Maths & English

Skills and experience – Essential:

- Possess some experience in a customer service or client facing environment with administrative duties
- Excellent organisational, planning and time management skills
- Solid understanding of good customer service best practices
- Strong communication and interpersonal skills
- Competency in using IT systems (Microsoft office)

Attributes/Behaviours

- Must have a flexible working approach and capable of multi-tasking
- Effective working as part of a team or independently and ability to learn quickly
- Enthusiastic and motivated to learn and improve
- Hard-working and dedicated
- Open-minded and culturally aware
- **Aspire** to improve the health and well-being of the UK
- Develop strong relationships within the **Community**
- Build **Trust** by being open and transparent at all time
- Be **Inclusive**, treating everyone equally and with respect, striving to remove barriers to participation.
- Demonstrate **Vitality** by working with energy, perseverance and resilience
- Embody **Empowerment**, inspiring others to be independent and responsible



- Embrace, display and live our ACTIVE values every day
- Consistently deliver outstanding customer service
- Be committed to your own personal and professional development
- Want to be part of an exciting, innovative company striving to make a real difference.

What you will get in return

- Access to professional learning opportunities, Training and on-going CPD to help you reach your potential.
- A competitive Salary or Hourly Rate.
- 29 days of annual leave per year, including bank holidays.
- ActiveMe 360 Team Uniform.
- Enrolment into the '360 Team' Reward Scheme
- A career that will improve lives and develop communities, whilst improving your prospects.

Upon application we will send you a more detailed job description and details of your interview. If successful after interview you will be invited to attend a practical assessment.

You can apply...

Online at www.activeme360.com/join-us

By sending your CV and cover letter by e-mail to hello@activeme360.com.

Alternatively, if you have any questions before application about the role or process please do not hesitate to contact us. Check our website for details of how to get in touch.

Disclaimer: Tasks, duties, and responsibilities as listed in this job description are not exhaustive. The Company, at its sole discretion and with no prior notice, may assign other tasks, duties, and job responsibilities. Equivalent experience, skills, and/or education will also be considered so qualifications of incumbents may differ from those listed in the Job Description. The Company, at its sole discretion, will determine what constitutes as equivalent to the qualifications described above. Further, nothing contained herein should be construed to create an employment contract.