highlife highland na gàidhealtachd | MAKING LIFE BETTER

i-care integrity community accountability respect example

JOB DESCRIPTION and PERSON SPECIFICATION

JOB TITLE: Customer Service Assistant

SALARY: £25,698 - £26,408 pro rata
RESPONSIBLE TO: Operations Manager
JOB PURPOSE: To be part of a dynamic integrated Leisure and Library team committed to providing a high standard of front-line service delivery whilst ensuring the efficient execution of all associated administrative and reception duties
HOMEWORKING This post is not suitable for homeworking

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

***** Applies to Joint Leisure and Library sites Only

- *To actively promote, develop and deliver a unified library and leisure service to meet the needs of customers and communities.
- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Deliver a high standard of customer service to meet the needs of all customers and communities.
- Ensure service excellence and professional presentation standards are maintained at all times, engaging with customers, building rapport, enhancing their experience and resolving any issues positively, professionally and promptly.
- Undertake the range of reception, clerical and support duties in accordance with procedures and as required by the post whilst being the first point of contact for welcome, information enquiries, registrations, bookings and financial transactions both in-person, over telephone or email.
- To perform various financial and administrative duties in accordance with procedures, including the banking of facility income, maintenance of adequate levels of change for business and administering the lost property procedure.
- Record and provide statistical information regarding income, usage, equipment, materials and resale and process orders / invoices through the allocated financial/procurement systems.
- *To carry out library routines including shelving, processing and preparing library stock, ensuring resources, material and displays are appropriately organised, current, and attractively presented.

- *Support customers to access the Public Access Computers and help them to make the best use of e-resources.

- *To participate in the preparation and delivery of cultural events, activities and promotions including group class visits and Bookbug and Lego sessions.

- Demonstrate an in-depth understanding of the High Life membership scheme and actively contribute to the promotion of the package, including the administration of scheme membership and MRM system.

- Assist customers with enquiries using variety of sources and /or resources, referring to Supervisor as appropriate

- Ensure resources, material and displays are appropriately organised, current, and attractively presented including current information regarding activities and timetables on customer notices and display boards.

- Maintain security of the reception at all times, adhering to data protection policy and ensuring confidentiality is preserved.

- Liaise with the Supervisor on the day-to-day operation of the facility.

- Ensure a high standard of cleanliness at reception and throughout the facility and take action to remedy any issues promptly.

- Understand the role and responsibilities of the post with regards to health and safety policy and operating procedures. To remain up to date with these procedures and requirements

- Attend regular training and be competent in basic first aid skills and emergency procedures and implement as appropriate.

- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.

- Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

Other Duties: You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

Date: April 2026

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JOB DESCRIPTION and PERSON SPECIFICATION

JOB TITLE: **Customer Service Assistant**

ESSENTIAL ATTRIBUTES:
In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. EXPERIENCE

- Experience of front line position in the customer service industry
- Experience of team working
- Experience of procurement and financial systems and associated routine duties

2. EDUCATION AND QUALIFICATIONS

- IT qualifications, ECDL or equivalent
- Ability and willingness to undertake training in the company's financial, administrative and membership systems

3. SKILLS/ATTRIBUTES GENERAL

- Excellent communication skills both written and oral, including ability to relate to all age groups
- Good level of numeracy and literacy
- Be self-motivated
- Have high standards of presentation and performance

4. SKILLS/ABILITIES SPECIFIC TO THE POST

- To be able act with **integrity**, being honest, transparent and having strong moral principles in all aspects of the role.
- To acknowledge and respect **community** feedback to ensure that change and development reflect the needs of the internal and external communities.
- To take responsibility and be **accountable** for your own actions, having strong guiding principles and building trust.
- Show **respect** by listening, being kind and supportive of others, having zero tolerance for prejudice and discrimination.
- Setting a good **example** that positively reflects on the charity and act as a proud ambassador for HLH.
- Ability to use Microsoft Office software to accurately produce documents and present information, including promotional material.

- *Demonstrate competency on computer systems and databases and have the ability to assist customers including those who may not be familiar with technology to access computers and online information.
- Ability to use initiative within the scope of the duties to improve systems
- Ability to work under pressure, multitask, problem solve and meet deadlines
- *Ability to organise and balance the clerical and Library aspect of the post whilst performing reception duties to a high standard and prioritising customer care.
- A willingness to assist with events and promotions.
- An active interest in the health and fitness industry and understanding of the health and safety issues associated with a leisure environment.
- * An active interest in reading to engage, inform, and enthuse others about reading
- Experience of communicating effectively with variety of people including children, teenagers and adults.

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.