



JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE: Customer Service Assistant
SALARY: £25,698 - £26,408 pro rata

Salary placing is normally at the first point of the scale.

HOMEWORKING This post is not suitable for homeworking

RESPONSIBLE TO: Senior Operations Manager

JOB PURPOSE: To be part of a dynamic integrated team committed to providing a high standard of front line service delivery whilst ensuring the efficient execution of all associated administrative and centre duties

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- 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.
- Actively promote, develop and deliver a service to meet the needs of customers and communities
- Provide a friendly, efficient high standard of customer service.
- Undertake the range of clerical, support and centre duties required by the post whilst being the first point of contact for welcomes, information, enquiries, registrations, ticket sales, bookings and financial transactions.
- Perform various financial and administrative duties in accordance with procedures
- Assist customer with enquiries using variety of sources and /or resources, referring to the Supervisor or Manager as appropriate
- The safe set up and dismantle of equipment for bookings including conferences, theatre events & exhibitions.
- Undertake regular health and safety, operational & maintenance checks as required and maintain appropriate records.
- Record and provide statistics regarding income, usage, equipment, materials and bar sales
- Assist with staff training of new and relief staff where appropriate
- Ensure satisfactory handling of booking applications and confirmations.
- Produce and maintain documents and spread sheets using Microsoft Office software.
- Display and monitor current information regarding activities and theatre performances on customer notices, display board, social media.& website
- Carry out the banking of facility income and maintain adequate levels of change for business.
- Maintain company dress code and standard.
- Understand the role and responsibilities of the post with regards to health and safety policy and operating procedures and remain up to date with these procedures and requirements.

- Undertake training in any aspect of facility procedures as required.
- Keep all areas clean and tidy.
- Maintain security of the office and other areas at all times, adhering to data protection policy and ensuring confidentiality is preserved.
- Library duties / cover where required
- Liaise with the Supervisor / Manager on the day-to-day operation of the facility.
- Bring to the attention of the Supervisor or Manager any improvements that might increase the effectiveness or efficiency of the centre.
- Pursue continuous professional development and contribute to the continuous improvement of High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.
- 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: June 2026

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.

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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 financial systems and associated routine duties

2. EDUCATION AND QUALIFICATIONS

- Evidence of IT qualifications
- Ability and willingness to undertake training in the company's financial and administrative 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

4. SKILLS/ABILITIES SPECIFIC TO THE POST

- Demonstrate competency on computer systems including Microsoft office 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
- Work as part of a team or on your own;
- A willingness to assist with events and promotions including the willingness to lead activities
- An understanding of the health and safety issues associated with a community facility environment.
- Physical ability to set up an dismantle equipment for bookings & events

5. INTERPERSONAL AND SOCIAL SKILLS

- Self-motivation and initiative.