



## **LADYBROOK ENTERPRISES LTD FRONT OF HOUSE & CUSTOMER SERVICE WORKER**

We are seeking a dynamic and outgoing Front of House / Customer Service Worker to join our team. In this position, you will serve as the face of the charity, providing exceptional front-of-house service. The ideal candidate will be professional, friendly, and efficient, with excellent communication and multitasking skills. If you have a passion for delivering outstanding customer service and thrive in a caring and vibrant environment, we'd love to hear from you!

### **THE CHARITY**

Our charity has one aim: to improve the lives of those in Mansfield and District. To do this, we work independently as well as alongside a number of local partners, to deliver a range of services and activities that are about improving aspirations, access to opportunities, connections and life chances of people in our community.

As a former Neighbourhood Management Team, and from our wealth of experience in the voluntary sector we understand the importance of influencing and shaping change within communities and the structures set up within them.

Our community is resilient, and they, like us, make things happen. When someone believes in them, they can do great things. We aim to help more people recognise this in themselves and move forward. Our biggest strength, which in turn opens some fantastic opportunities for us, is our sheer determination and bloody mindedness to make a difference.

We have delivered a huge number of services with little resources, we have a can-do attitude, we stand up for what is right, and we persist until people get what they are entitled to and deserve in life. We are not risk-averse, we are quick-thinking, solution-focussed, and genuinely here to make a difference.

We do not 'tick boxes', the work we do has to mean something, and for the thousands of people that have been lucky enough to walk through our doors this refreshing, inclusive way of working has changed, improved and in many cases, saved lives.

### **THE OPPORTUNITY**

To support our ambitions, we are seeking a Front of House and Customer Service Worker who will thrive in a caring and vibrant environment, delivering high standard customer service, whilst supporting the Front of House Coordinator in the day to day operations of the charity.

### **CONTRACT:**

20 hours per week for a fixed term until 31st March 2026

### **SALARY:**

£12.80 per hour

### **WORKING HOURS:**

Our Front of House Team work to support a range of individual and corporate customers at Ladybrook Community Centre which is open throughout the week including in the evenings. Shifts will include a range of days and times which will ordinarily be within Monday-Friday from 8.30am-8pm. Occasional weekend working for events and networking may be required.

## **LOCATION:**

Office Based at Ladybrook Community Centre, Ladybrook Lane, Mansfield, Nottinghamshire NG18 5JJ

## **JOB DESCRIPTION**

Front of House / Customer Service Worker roles and responsibilities include but are not limited to:

- Serving as the primary point of contact for visitors, ensuring a welcoming and professional environment
- Managing a busy reception area, answering and directing phone calls, emails, and enquiries promptly
- Maintaining the appearance of the reception area, ensuring it is clean, organised, and stocked with necessary materials
- Providing exceptional customer service to clients, partners, and employees, addressing concerns and resolving issues promptly
- Managing enquiries and concerns with professionalism, escalating matters as needed
- Communicating effectively with all levels of staff and those using services
- Handling incoming and outgoing mail, packages, and deliveries
- Maintaining office supplies inventory
- Assisting the teams with general administrative tasks, including filing, data entry, and document preparation
- Maintaining accurate records and keeping filing systems, computer filing systems, spreadsheets and databases up to date
- Serving a range of food and drink items to visitors of the centre
- Taking payments from customers and record financial transactions
- Monitoring and engaging with users of our services, assisting with queries and providing a welcoming and inclusive environment
- Supporting volunteers to deliver the services of our charity
- Signposting customers to appropriate external services
- Identifying safeguarding issues and liaising with the CEO to respond to these appropriately
- Promoting services and activities happening at the centre to new and existing customers
- Assisting in ensuring rooms and sessions are set up for bookings, activities and customers
- Contributing to the safe running of the building including light cleaning, safety checks and follow up paperwork as agreed
- Ensuring work areas are kept clean, tidy and safe and that appropriate legal regulations are adhered to at all times
- Prioritising own workload to meet deadlines
- Promoting a positive image of Ladybrook Enterprises Ltd. to both internal and external customers and partner organisations
- Following all policies and procedures of the organisation at all times
- Ensuring confidentiality of information in accordance with GDPR and other relevant legislation
- General document production to support the role
- Taking part in training identified as necessary for the job
- Any other tasks deemed appropriate by line management

## PERSON SPECIFICATION

We invite applications from candidates who can demonstrate the following skills:

### Essential Criteria:

- Strong verbal and written communication skills for interacting with clients, staff, and external stakeholders to deliver high quality customer service.
- Ability to correspond with external contacts by drafting professional emails and memos.
- Ability to manage time efficiently and juggle multiple tasks in a busy environment.
- Excellent interpersonal skills for building relationships with colleagues, clients, and partners.
- A collaborative team player with a positive and flexible attitude and understanding of the importance of teamwork
- Demonstrated ability to provide outstanding customer service and handle enquiries or complaints with patience and professionalism
- Friendly and approachable demeanour, creating a positive experience for all visitors and callers
- Ability to handle sensitive information with care and maintain confidentiality at all times
- Ability to manage tasks, prioritise duties, and meet deadlines in a constantly changing fast-paced environment
- Strong attention to detail
- Meticulous in managing records, databases, and communications, ensuring accuracy and consistency
- Proficient in juggling administrative tasks, phone calls, emails, and front desk responsibilities simultaneously
- Forward thinking and able to identify areas for improvement
- Good telephone skills
- Functional maths skills to deal with money and recording financial transactions
- Working knowledge of a variety of IT systems and ability to use them to record and present information
- Quick thinking and calm under pressure, with the ability to resolve issues professionally
- Resourceful in addressing challenges related to reception and visitors

### Desirable Criteria:

- Familiarity with phone systems, virtual meeting software (Zoom, Teams), and basic office equipment
- An understanding of working with a diverse range of people and adaptations to meet different needs
- Administration or Customer Service qualification
- Experience of supporting people over the telephone
- Knowledge of the Mansfield area and services available within it
- A sound understanding of the GDPR regulations
- Experience in a role working with people seeking support (e.g. health and social care, advice & guidance, training & support)

### Personal Qualities:

- Confidence to approach and engage with people in a variety of settings
- Punctual and reliable
- Approachable and non-judgemental
- Trustworthy
- Commitment to provide a high standard of service
- Ability to follow good practice and work to company policies and procedures at all times
- Ability to adapt well to change and think quickly in a constantly changing environment
- Good work attitude
- Flexible work ethics to cover duties as needed