



# Customer Services Officer

**Job pack**

**INVESTORS IN PEOPLE™**  
We invest in people Silver

 happy to  
talk flexible  
working

 **CARER POSITIVE**  
Employer in Scotland  
**ENGAGED**

 **Living Wage**  
Employer

# Welcome

As Scouts, we believe in empowering young people with skills for life. We encourage our young people to do more, learn more and be more.

We question and listen and form wide open minds. We take a deep breath and speak up. We think on our feet. See the big picture. Ignore the butterflies and go for it.

We get back up and try again. We think about what's next, and plan for it. We jump in, get muddy, give back and get set.

We're Scouts and everyone's welcome here. All genders, races and backgrounds. Every week we give thousands of 4-25-year olds across Scotland the skills they need for school, college, university, the job interview, the important speech, the tricky challenge and the big dreams: the skills they need for life.

We make a big difference. You could too.



## Our values

**Integrity**

**Respect**

**Care**

**Belief**

**Cooperation**

# Our Impact

We know that Scouting will be needed more than ever as we recover from this pandemic. Young people are facing a crisis in mental health and loss of skills through prolonged lockdowns. The work that we do is vital to thousands of young people across Scotland.

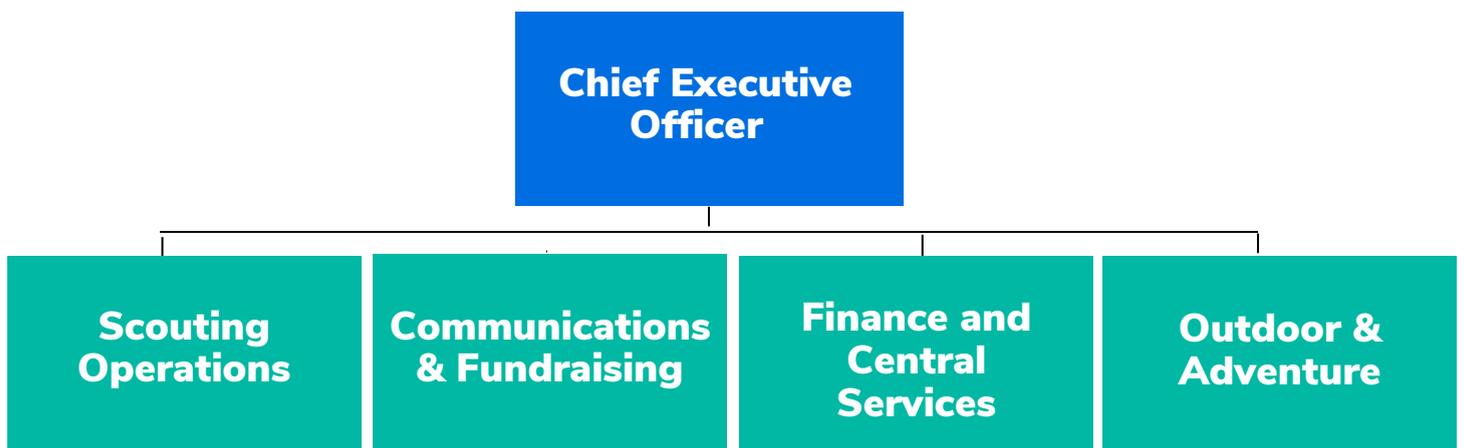
Society is changing. In often fragmented communities, the pressures and expectations on young people are increasing. Scouts has never been so important in helping young people prepare for the future, developing the skills they need to succeed in a changing world. Each week, throughout the UK, almost half a million young people enjoy fun, friendship and outdoor adventure. They develop a sense of optimism and strong values as well as the leadership and team working skills that are more valuable today than ever.

We're focusing on recovery and regrowth following the pandemic, making sure that our volunteers and young people have the support that they need.

Our [Skills for Life strategy](#) supports and empowers our volunteers who are the people that make Scouts a reality. It's a strategy to bring communities together and contribute towards a better society. But most of all, it's a strategy for young people. They deserve the best skills, the best support, and the best possible futures.

# Our Structure

Our headquarters operation is based at Fordell Firs, just outside Dunfermline and we have three Scout Adventures Centres across Scotland. We have staff based in offices, at the centres, and working from home. Operationally we work in four teams:



# Customer Services Officer

**Responsible to:** Head of Finance and Central Services

**Department:** Finance and Central Services

**Internal Relationships:** Scouts Scotland staff, activity centres, members, volunteers, trustees.

**External Relationships:** Schools, other youth organisations, parents, charities, businesses, service providers

**PVG:** Basic Disclosure. Wherever we go and whatever we do, we put young people's safety and wellbeing first.



# At a glance

We're looking for an enthusiastic customer services and admin individual to join our fun and friendly Finance and Central Services Team.

This is an exciting role that makes a big difference! You'll work with the team to be the first point of contact for our enquiries and give excellent administration support to our staff and volunteer teams.

You'll also work with our customer bookings at our fantastic Scout Adventures Centres, giving first-class support through the booking journey, and building great lasting relationships.

If you're friendly and approachable, a real people person, have a great eye for detail, and really know your stuff on admin and customer support, we'd love to hear from you!



# Key tasks

- Promote excellent support and customer care at all times
- Receive and respond to all enquiries in an efficient, reliable, and friendly manner
- Build and enhance member and customer relationships to increase retention and attract new customers
- Liaise with customers who are going through bookings, re-bookings and cancellations
- Make sure all invoicing is complete, tracking incoming payments against bookings and managing the debtors list
- Make sure repayments are complete for events and bookings that are cancelled
- Work closely with the Outdoor & Adventure Team, Business Development Lead and other colleagues to ensure a smooth and seamless customer experience from initial enquiry through to post-visit contact
- Provide administrative support to events including bookings and related information

Employees are expected to undertake any and all other reasonable and related tasks allocated by their line manager.

# The person we're looking for

## Skills and Abilities

- Flexibility in approach to work and willingness to learn.
- Friendly and approachable
- Ability to communicate effectively with people at all levels (within and outside of Scouting) both verbally and in writing
- Ability to influence and negotiate – including complaint handling
- Confidence to manage and prioritise own workload within agreed objectives
- Ability to multi-task and work well under pressure
- Ability to work both on own initiative and as part of a team
- Excellent attention to detail and completion, making sure quality and consistency is always maintained

## Knowledge and Experience

- Experience of working as part of a team and responding to needs
- Experience of working with volunteers
- Experience of delivering high-quality customer service
- Experience of working with electronic booking systems or databases
- Experience of delivering customer service
- Experienced in the use of Microsoft 365 (including Microsoft Teams)

## Values and Personal Qualities

- Understanding or, an empathy with, the aims and ethos of Scouts Scotland
- Enthusiastic, motivated with a passion for customer service
- A strong work ethic with a sense of pride and ownership in everything you do

## Our policies

All Scouts Scotland employees must agree to and comply with our policies. This includes our Safeguarding rules and [Yellow Card](#), GDPR and Data Protection, Health and Safety and Equal Opportunities policies.

# Summary Terms and Conditions

<b>Title:</b>	<b>Customer Services Officer</b>
<b>Salary:</b>	£23,500 - £25,500 depending on experience
<b>Pension:</b>	A contributory pension scheme is available. Contribution rates are 7% of salary from the employer and a minimum of 5% from the employee.
<b>Hours of work:</b>	35 hours per week. We're happy to talk flexible working.
<b>Location:</b>	Scouts Scotland Headquarters, Dunfermline with the flexibility to work using a hybrid model by agreement with your line manager.
<b>Holiday:</b>	25 days a year, rising incrementally to a maximum of 32 days after 8 years, plus 9 bank holidays.
<b>Extra holidays:</b>	We close during the Christmas and New Year holidays, which means you get 3 days of extra leave.
<b>Benefits</b>	We offer a wide range of family and carer friendly benefits to support work life balance including, but not limited to flexible hours, paid leave for volunteering and public duties.



# How to apply

## Key dates

- The closing date for applications is **9am on Thursday 30 March 2023**
- Interviews will be held on **Wednesday 12 April 2023 in Dunfermline**

## Process

Applications are invited from individuals. Please make sure you read the person specification section and then send a CV and covering letter. The covering letter must detail how you meet the role criteria in no more than 600 words and be sent to [hadmin@scouts.scot](mailto:hadmin@scouts.scot) by the closing date.

## Further information

If you require any further information about the process or the role, please contact the Head of Finance and Central Services, Mohammad Karim – [mohammad.karim@scouts.scot](mailto:mohammad.karim@scouts.scot)

We want our application and interview process to be as inclusive as it can be so if you have any special requirements or would like to submit your application in an alternative format please let us know and we will do our best to accommodate this.

We recognise that we achieve more with a talented group of diverse individuals, who bring different experiences and perspectives that enable us to represent the full diversity of our Movement and society. Despite all of this we know that we're not as diverse as we'd like to be as a workplace and we're actively working to change that. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

**We're a small, busy team, so if you haven't heard from us within two weeks of the closing date that means you have not been selected for interview this time.**