

Role Profile	Customer Support Officer
Number of Roles	2
Salary	£26,000 per annum
Hours	Full time – 37.5 hrs p/w - Flexible hours
Job type	Fixed term contract – 2 years
Location	Hybrid – Remote based with some mandatory travel to London (approx. 8 times per year)
Closing date	29 th August 2022
How to apply	https://app.beapplied.com/apply/vbnm2f710q

About the Youth Investment Fund

The Youth Investment Fund (YIF) is a £368 million fund created by the UK government to create, expand and improve youth facilities and services in England to drive positive outcomes for young people.

YIF is being delivered by a partnership between Social Investment Business, The Key Fund, National Youth Agency and Resonance.

Together, we aim to deliver grants for up to 300 facilities in selected eligible areas across England by 2025 that represent positive value for money, are environmentally sustainable and enable positive activities for young people aged 11–18 (up to 25 for young people with SEND).

This funding will drive value-for-money facilities that youth organisations can afford to sustain. Using innovative construction techniques, as well as supporting redevelopment projects that expand youth service provision, the YIF will achieve savings on facility running costs, so that resources can focus on activities that enrich young people's lives.

It will support projects to level up youth provision, assessing and distributing grants so that local youth facilities and services can be the best they can be.

www.youthinvestmentfund.org.uk

About this role:

This role will be employed by Social Investment Business (SIB).

For over two decades, Social Investment Business has provided finance and support to charities and social enterprises. We empower these organisations to do what they do best - serve the communities they operate within.

Find out more about what we do: <https://www.sibgroup.org.uk/>

Our values are: People First, Curious, Bold, Collaborative, Accountable.

For further information on our values and our generous benefits please visit <https://www.sibgroup.org.uk/about-us/work-with-us/>

Reporting to the Customer Manager, this role plays an important part in supporting organisations during their customer journey with SIB. This includes responding to enquiries, customer correspondence and gathering customer feedback, in line with SIB's strong customer & partner value proposition.

We are looking for someone who: is motivated by our mission and is looking for entry level position at SIB. You will need to enjoy working with people and have good attention to detail.

Key responsibilities

1. To handle and triage initial enquiries from customers looking to obtain funding including undertaking an initial eligibility assessment. Most of this work will be as part of the Youth Investment Fund.
2. To manage the retrieval of documentation and any necessary clarifications for customers to begin their full assessment.
3. To support the collection and recording of customer feedback via email, phone calls, in line with SIB's customer procedure.
4. To contribute to the ongoing iteration of external customer resources about funding opportunities and information including FAQs, eligibility, and application process, with the aim of expectation management and customer satisfaction.
5. To support the Customer Manager on the coordination of the implementation of the impact and learning plans including arranging meetings, taking notes and other relevant administrative tasks.
6. To work within the organisation's values, principles and processes to achieve operational excellence.
7. To adopt our continuous improvement and learning ethos.

8. To support and embed equality, diversity and inclusion into day-to-day behaviours and activities within your role as well as contributing more widely across SIB's commitment to E, D & I.
9. To support and contribute to the implementation and delivery of SIB's strategy.
10. In agreement with manager to undertake other tasks and work on cross team projects that support the objectives of SIB as required.

Core competencies

- Commitment to quality, equality, diversity, inclusion and customers.
- Excellent communication skills.
- Team player with the ability to work independently.
- Excellent listening skills.
- Calm approach to dealing with customers.
- Competent in using Microsoft.
- Solution focussed.

Desirable competencies

- Experience of customer service.