

Customer Service Manager – Fixed Term Maternity Contract



Contract: FTC up to 12 months (Maternity Contract)
Hours: 18.5 hours, working 3 out of 7 days
Salary: £24,627 - £28,814 per annum pro rata
Head office: Within one of the main South Yorkshire Interchanges

The South Yorkshire Mayoral Combined Authority (SYMCA) brings together the local authorities of Barnsley, Doncaster, Rotherham and Sheffield, and the private sector through the Local Enterprise Partnership (LEP). These bodies together serve the communities and businesses of South Yorkshire. From transport to housing, from business growth to skills, the SYMCA has a great story to tell. We have ambitions to deliver recovery and renewal for people, businesses and places across South Yorkshire after the COVID pandemic.

We are looking for someone to come and join our team of Customer Service Managers, who are responsible for managing the day-to-day operations of our interchange/satellite units and associated site-based retail and customers service operations, dealing proactively with customer queries, as well as taking operational responsibility where appropriate for the securing and auditing equipment, and stock and premises in accordance with established procedures.

The successful candidate will need to demonstrate proven experience of work within a customer services environment as well as previous supervisory and retail experience.

The key quality you will bring to this role is the enthusiasm to use your skills to deliver the highest standard of customer satisfaction and operational efficiency. If you have a willingness to learn quickly and adapt to fluid situations, have strong communication skills and you're a team player with a can-do attitude, then we'd love to hear from you.

In return, we offer a competitive salary, 26 days of annual leave and Bank holidays pro rata, active travel facilities, Local Government Pension scheme, a variety of salary sacrifice schemes, development opportunities and the chance to be part of an organisation where you can really make a difference. Located in a vibrant city centre location, we're well-placed for transport links and we believe in a healthy work/life balance.

For further information, or to arrange an informal discussion about the role, please email recruitment@southyorkshire-ca.gov.uk

How to apply

Please apply online at [recruitment](#) or email recruitment@southyorkshire-ca.gov.uk to request an application pack or alternatively call our 24 hour recruitment line on 0114 2211 223

Applications no later than: 9am on Thursday 09 June 2022

Interviews will take place: Monday 20 June 2022

In your application, please set out how you meet the essential experience, knowledge and skills needed to fulfil the post, providing clear and real examples, briefly setting out your role within these and the outcome of your actions. Completed applications should be emailed to recruitment@southyorkshire-ca.gov.uk

Discover more about the South Yorkshire Mayoral Combined Authority by visiting <https://southyorkshire-ca.gov.uk>

[This role will be employed by South Yorkshire Passenger Transport Executive \(SYPTE\)](#)