

Contact Centre Assistant



Hours: Post 1: 30 hours per week – working 5 days out of 7, on a rota basis
Post 2 : 14 hours per week – working 3 days out of 7, on a rota basis

Contract: Permanent

Salary: £19,100 - £19,464 per annum (pro rata for part time working)

Location: Sheffield

Contact Centre opening hours : 7am – 7pm Monday to Friday, 8am – 7pm Saturday and Sunday

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.

The successful candidate will be joining our contact centre team working in Sheffield, where they will be the first point of contact for customers requiring real-time travel information, journey planning support and help with applying for and using travel passes. This role is responsible for ensuring that all communication and action taken enables SYMCA to improve, maintain and deliver exceptional customer service in the pursuit of excellence in meeting the needs of all potential passengers. This position requires the individual to take ownership of their business area and believe that delivering exceptional customer service is pivotal to the success of the business. The successful candidate will work collaboratively with a wide variety of internal and external stakeholders, on an exciting scope of projects and campaigns, maximising SYMCA's media and communication activities to promote the perception of public transport and sustainable travel modes.

You will need to be educated to GCSE standard in English and Maths, be organised and methodical and have excellent data entry and problem solving skills: you'll tackle a variety of admin tasks, from answering phones and processing travel pass applications, to sending out letters and pushing out live travel information via social media.

Our ideal candidate will need to be able to hit the ground running but more important is your determination, positive attitude and the desire to be part of this winning team. We're looking for colleagues who get a real satisfaction from helping people and are passionate about delivering a customer-focused approach.

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: 9.00am on 25 November 2022

Interviews will take place: 06 and 07 December 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>