

## **Service Innovation Assistant – Customer Operations**

### **Fixed Term Contract 18 months**

**Salary: £24,000 per annum**

**Full time - 35 hours per week**

**Hybrid Working – Home Based/Princes Risborough**

*We're Association for Project Management (APM). We're a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo.*

#### **Job Role Overview**

A fantastic opportunity has arisen at APM for a **Service Innovation Assistant**. Reporting to the Team Leader Customer Operations, you will be responsible for providing consistently high standards of customer service to all stakeholders through the effective use of processes and systems, ensuring work is completed against agreed targets and key performance indicators (KPI'S). You will provide effective administration to APM innovation teams, ensuring smooth information flow between key stakeholders.

The successful candidate will complete tasks and duties as defined in relevant procedures and work instructions, they will contribute ideas to improve efficiency.

If you have the skills and experience we are looking for, we would love to hear from you.

#### **Qualifications**

- GCSE (or equivalent) including Maths and English

#### **Experience and knowledge**

- Experienced customer service advisor with effective communication skills via e-mail, telephone and web chat
- Experience and a knowledge of customer services processes and quality measures
- Minimum intermediate level Microsoft Office and database IT skills

#### **Skills**

- Highly developed customer service, communications, and relationship management skills
- Ability to manage workloads to strict deadlines
- Ability to plan and prioritise to meet stakeholder needs
- High degree of attention to detail and accuracy
- Effective and inclusive team member
- Good understanding of data protection and other compliance requirements

#### **Why APM?**

We're Association for Project Management (APM). We're united in our aim to help project professionals around the world deliver better projects, setting the highest standards for the industry. Ask our people what's great about working here and the views are unanimous. You'll be joining a community that's friendly and caring. We believe that good communication creates a culture that's open and fair. We ensure everyone at APM, regardless of their role, has a voice and knows they'll be listened to and treated with respect. We see everyone as individuals and champion diversity and inclusion, both within APM and across the wider project profession. You'll work in a collaborative environment that's thoughtful, considerate and positive. You'll be supported by your team and across departments so, together, we meet the high standards we set ourselves.

If you are interested in this opportunity and feel you have the necessary attributes, skills and expertise for the role, please send your CV and covering letter to e-mail: [recruitment@apm.org.uk](mailto:recruitment@apm.org.uk)

At APM we are open to talking about flexible working arrangements and reasonable adjustments please reach out to discuss further.

We reserve the right to close the vacancy once we have received sufficient applications, so please be advised to submit your application as early as possible.

***Main benefits at APM:***

- 25 days holiday (excluding all public holidays). This increases after four years' service.
- Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind'.
- Pension scheme offered in line with auto enrolment with up to 8% contribution from APM.
- Company sick pay scheme.
- Life assurance at four times the salary.
- Salary sacrifice schemes – pension, cycle to work scheme, additional annual leave (up to 10 days).
- Free parking on site.
- Employee Assistance Programme.
- Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM's overall financial performance.
- One paid volunteering day per year.
- Hybrid/flexible working options are available dependent on job role. However, there is a requirement to come into the office 4 days per month.

