

Service Innovation – Assistant

Salary: £22,000 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 Chartered, 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 KPIs. You will provide effective administration to APM innovation teams, ensuring smooth information flow between key stakeholders.

You will complete tasks and duties as defined in relevant procedures and work instructions. Effective use of systems and processes and contribute ideas to improve efficiency.

Qualifications

- GCSE (or equivalent) including Maths and English

Experience and knowledge

- Worked within a high-quality customer service environment
- Effective communication skills via e-mail, telephone, and other online communication platforms
- Minimum intermediate level Microsoft Office and database IT skills
- Thorough knowledge of customer services processes, systems and quality measures

Skills

- Strong time management and organisational skills
- High degree of attention to detail and accuracy
- Strong communication skills - both verbally and in writing - to effectively communicate with a range of stakeholders
- Relationship building skills – developing and maintaining good relationships with customers and colleagues
- Ability to plan and prioritise to meet customer needs

Why APM?

APM is chartered. We're the only chartered organisation representing the project profession, anywhere in the world. We know that better project delivery is about achieving your desired outcome. We believe that doing so is about so much more than process alone. We're champions of the new. There has never been a more important time for debate, so naturally we're at the heart and helm of that too. In a complex and shifting world, we're helping the project profession deliver better.

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

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.