Onside work with over 5,500 people each year to ensure that vulnerable people are treated fairly and with respect and their views, wishes and needs are taken in to account in decisions affecting their lives. Onside aims to strengthen communities, reduce loneliness, give people a voice, and empower individuals to make positive choices

**Are you determined to make a difference, looking for a new challenge, and enjoy working in a dynamic and fast paced environment?**

If you want to work for an organisation that strives to support and empower people to live the very best life possible, this could be the opportunity for you.

**Customer Service Manager – Onside Access Hub**

**Salary £23,500 to £25,500**

**37 hours per week**

You will be leading and managing the Onside Access Hub, overseeing all communication into the organisation from a wide range of service users, volunteers and professionals. Your energy, commitment and creative approach will ensure that all enquires, service referrals and requests for information are dealt with compassionately and effectively.

Managing a team, maintaining the Client Relationship Management database and online Service Directory, playing a key role in gathering feedback and contributing to the continual review and development within service delivery requires excellent organisational skills and a flexible approach.

You will have experience of working within a customer focussed environment and an understanding of issues faced by vulnerable and disadvantaged adults. Your positive approach and the ability to really connect and engage with people will motivate your team to deliver great customer service in a friendly, encouraging and supportive way.

We are looking for an excellent communicator with strong planning and organisational skills.

Onside is committed to valuing and supporting its employees and the local community whilst providing high-quality services.

If this sounds like an opportunity that excites you, we would love to hear from you.

**Closing Date for applications is 12pm Monday 9th November 2020**

**Interviews: week commencing 16th November 2020**

For an application pack:

Visit our Website [www.onside-advocacy.org.uk/recruitment](http://www.onside-advocacy.org.uk/recruitment) or contact:

**Katie Hooper Tel: 01905 27525 Email: recruitment@onside-advocacy.org.uk**

**For an informal discussion contact: Viv McLaughlin on 01905 27525**