



CUSTOMER SUPPORT OFFICER

Location: Southampton

Salary: Up to £25,000 per annum

Would you like to work for a progressive charity that transforms lives and is currently going through an exciting period of transformation and international expansion?

The Jubilee Sailing Trust (JST) is a registered charity that provides life-changing adventures to people of all physical abilities aboard two very special tall ships, Lord Nelson and Tenacious.

The JST is known and respected throughout the world. It has been accredited to the United Nations for its work on the Rights of Persons with Disabilities, making it one of very few organisations so recognised worldwide. The JST has vast experience, having taken huge numbers of people to sea, of all abilities, and in all weathers.

This is an opportunity for you to have a life changing adventure of your own by playing a key role within a dynamic team based in Southampton.

Job Responsibilities

Heading up the small customer support team, your main responsibilities will include:

- Ensuring a smooth voyage booking process for our customers.
- Ensuring effective and timely communication, internally and to customers.
- Collating and responding to customer feedback.
- Working with the Head of Programmes and other departments, to deliver a consistently amazing customer experience and to continually strive to improve our products and services.
- Acting as the link between Sales, Customer Support, Operations and Marketing.
- Line managing the rest of the Customer Support team, providing support, direction and feedback.

The Successful Candidate

The post-holder will be passionate about the JST Mission and about providing positive life-changing experiences and will be a true ambassador for inclusiveness and diversity. Success in this role will require proactive collaboration and teamwork across the entire organisation.



JUBILEE SAILING TRUST
changing lives

Essential Requirements

- Excellent people and communication skills
- Proven experience of managing a team to achieve results whilst maintaining good staff morale
- Proven experience of building and maintaining excellent relationships
- Report writing and letter writing skills
- Good organisation skills
- Strong negotiation skills
- Works with integrity
- Flexible, open to change
- Strong work ethic

To Apply

Please send your CV and covering letter to jane@flexiblehrsupport.co.uk

Jane works part-time in the office and so please direct all queries to her by email.

A full job description is available on request.

Closing date: 28th April 2017