

**Customer Service Manager**

**(Maternity cover – to January 2023/ To start as soon as possible)**

An exciting opportunity has arisen at Berkshire Maestros to manage and oversee the Customer Service team ensuring we deliver an exceptional experience to our primary customers. This exciting role involves managing the day to day operations of the Customer Service team ensuring tasks are undertaken in an effective and timely manner in addition to ensuring all staff provide excellent customer service by communicating proactively with customers face to face, by phone or email.

The ideal candidate will be dedicated to providing excellent customer service as well as managing and leading a team. In addition you will have experience of working in a busy customer service role with tight deadlines and have the ability to build and foster a team environment.

Maestros is a remarkable music service and the pace at which we work is breath-taking. We are looking for an exceptional individual who can drive forward our vision. If this role resonates with you and you would like to be part of the Berkshire Maestros team, we are keen to hear from you.

Berkshire Maestros is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be subject to an Enhanced Disclosure and Barring Service (DBS) check. Berkshire Maestros takes the responsibility of child protection very seriously and checks the suitability of staff and volunteers to work with children. Berkshire Maestros is an equal opportunities employer.

This role commands a competitive salary of £28,000 per annum (full time equivalent). We offer a generous benefits package including pensions, employee discounts and hybrid working options.

To apply please download the application form from [www.berkshiremaestros.org.uk/jobs](http://www.berkshiremaestros.org.uk/jobs) and submit your completed application to jobs@berkshiremaestros.org.uk at the earliest convenience.