

Job Title: Customer Services Advisor – Project Role
Reporting to: Business Development Manager – Training
Directorate: Enterprise
Direct Reports: 0

Job Band: Band 6
Team: Sales & Business Development - Training

Job Summary

This role will work alongside the Sales, Customer Service and Credit Control Teams fixing some of our long term customer account hierarchy errors and other issues which are impacting our ability to invoice customers right first time. It will require relationships to be built with internally and with customers, the ability to work in systems and databases to make corrections and amendments, problem solving skills and the ability to work accurately with strong attention to detail.

Key Responsibilities

- For customer accounts where we have incorrect account hierarchy and structure data obtain the support and input of the account manager, credit control team and the customer to fully identify the errors and how they should be fixed and then make the necessary amendments in the core systems and databases. Communicate outcomes to the appropriate teams to ensure ongoing adherence and understanding.
- For existing debt where we have incorrect or missing Purchase Order Information on the Invoice identify the root cause of this issue and put long term fixes in place to address, this may require an update to the information we hold on how to invoice a customer. Communicate outcomes to the appropriate teams to ensure ongoing adherence and understanding.
- Liaise/negotiate with internal departments to ensure the objectives of the role are delivered accurately and in a timely manner.
- Contribute to and comply with the organisational policies and procedures. This includes but is not limited to areas such as health and safety, human resources, finance and information technology.
- Maintain professional internal and external relationships that meet the organisation's core values.
- Perform any other duties adequate with those responsibilities, the band of the post and skills and qualifications of the post holder.

Important things you need to know about this job

- You must be able to work on your own initiative
- Have willingness to learn and adapt new skills
- To be accountable for your own workload
- Attention to detail and solve problems
- Go above and beyond

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5	✓	
Further or higher education or equivalent		✓
Customer service qualification (Skills for Life level 2 or equivalent)		✓
Experience		
Experience of working in a customer service, finance or sales support environment.	✓	

Experience of working with systems and databases.	✓	
Experience of general administration.	✓	
Experience of communicating effectively with internal and external stakeholders	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with the ability to communicate effectively at all levels	✓	
Effective negotiation skills	✓	
Excellent written and verbal communication skills	✓	
Ability to prioritise	✓	
Able to work well under pressure, meet deadlines and achieve solutions	✓	
Conversant with processing high levels of data with an eye for attention to detail	✓	
Be able to use MS Office products at intermediate level	✓	
Be open to feedback and the learning that comes from it	✓	
Role model a values-driven approach	✓	
Be willing and able to exemplify the HEART values	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.	
Initials: SG	Date of preparation: 31 July 2025
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