**We know that first impressions matter:**

**Information and Enquiries Co-ordinators**

CPSL Mind is a vibrant, values-led charity that supports local people in their recovery from mental health issues, promotes wellbeing and campaigns against stigma and discrimination.

We are seeking two highly effective customer service individuals, to be the first point of contact for CPSL Mind, providing an efficient, values-based response to callers on our 0300 enquiries line and contacts via our enquiries email.

**Information and Enquiries Co-ordinator (x 2)**

22.5 hours per week

(3 days per week)

Salary Scale Point 12

£14,662.20 per annum for 22.5 hours

(£24,437.00 per annum FTE)

Based in Cambridge or Peterborough

with hybrid working options and occasional travel across our area

This new post is an opportunity to create that vital first impression to a wide range of enquiries from across our local communities – and beyond.

The successful candidates will have the skills to offer prompt, helpful and compassionate responses to callers/contacts, ranging from individuals and professionals seeking information about our services through to fundraisers and media requests. If you have the skills necessary to offer ‘Gold Standard’ customer service every time – we would love to hear from you.

We are an equal opportunities employer and welcome applications from all sections of the community.

To apply, please visit our website: [www.cpslmind.org.uk](http://www.cpslmind.org.uk) to complete an Application Form and a completed Equality & Diversity Monitoring Form. If you require further information please contact Carolyn Smith, HR Co-ordinator carolyn.smith@cpslmind.org.uk



**We actively monitor applications for employment and will shortlist as applications are submitted.**

* Stage one interview: Telephone
* Stage two interview: At either our Cambridge or Peterborough Office