



Bring your experience...

For **everyone** going places.

Customer Relations Assistant

Full Time

Salary Circa £22,200-£27678

We have a great opportunity for you to join our team in our fast-paced Customer Relations environment. The role of Customer Relations Assistant involves working as part of a team, providing a first class, effective and efficient customer service to our internal and external customers. You will act as first point of contact on behalf of Nexus, responding to email and phone calls, producing Smartcards and ensuring appropriate responses are given in line with Nexus' Complaint Handling Procedure.

Enjoy flexible working with a mix of office and home days, whilst offering first line advice and support to our customers to keep the business running smoothly. If you are organised and like to be involved in delivering first class customer service, this is the role for you.

Typical Day

- Dealing with incoming enquiries by phone, email, and letter.
- Responding to customer complaints in a timely manner.
- Undertaking investigations for complaints and delay and repay refund requests.
- Communicating effectively with internal teams to aid the processing of customer complaints and enquiries.
- Meet performance standards.
- Produce smartcards and permits with smooth efficiency.
- Keep mail moving in and out — because even in a digital world, envelopes still demand attention.

About You

- You are educated to NVQ level 2 or equivalent, or GCSE (grades 4–9/A–C level) Maths and English
- You bring a good understanding of the public transport network and how different ticketing schemes fit together.
- You communicate clearly and comfortably — whether you're writing, speaking, or handling calls.
- You have a high level of IT competency on a wide range of systems including Microsoft Office.
- You stay organised, manage your workload well, and work independently without losing sight of the bigger picture.
- You have experience working in an office environment and know how to keep things running smoothly.
- You're used to handling customer enquiries and enjoy helping people find the right answers.
- You thrive working in a fast-paced varied environment and can meet deadlines.
- You understand Data Protection and the requirements around working confidentiality and keeping sensitive information secure.

Who we are looking for

You must be able to work collaboratively as part of a team that lives our company values every day supporting each other, delivering exceptional service, and creating a positive, respectful environment for colleagues and customers alike.

As a colleague within Nexus, you will take pride in delivering your best performance, respecting others and working towards team goals through collaboration, agility and embracing learning opportunities.

Our Team

You will join a diverse team who are passionate about the role. There are 27 of us in the team and some of us have worked in the role for years. The great news is, between us we have a fantastic set of knowledge and skills to support each other to get the job done.

About Us

We care for our communities, deliver with trust and accountability, and adapt with innovation. Every journey is designed to be sustainable, inclusive, and customer-focused because when we move forward together, we create a cleaner environment, a stronger economy, and a better future for all.

What we offer

- This is a Monday to Friday job
- You'll work a 36-hour week
- You'll be part of a generous pension scheme (Local Government Pension Scheme)
- 28 days annual leave per year (pro rata) plus bank holidays and time off for volunteering too
- Enjoy travelling for free in Tyne and Wear with our enhanced travel benefits for you and your family
- Free or discounted travel with Grand Central, LNER, Lumo, Northern Rail and TransPennine Express
- You will have the opportunity to contribute to a health cash plan that will contribute (and dependants if you have them) towards dental costs, optical, and lots more
- Access to our reward app with over 1000 plus high street discounts on groceries, holidays and days out
- We like to grow our own colleagues (not literally of course!), so when you're ready for the next step in your career, we can help develop you

What to expect at interview

Our selection process includes a structured interview. Interviews will take place week commencing **16 November 2026**.

Ready to help make every customer journey a great one?

If you enjoy connecting with people, finding solutions and making a positive difference every day, we'd love to hear from you.

Please upload your CV and a covering letter explaining how you meet the essential criteria outlined in the Person Specification before **9am on Friday 6 November 2026** and join a team that puts customers at the heart of everything we do.