

ABOUT LOUGHBOROUGH UNIVERSITY

SPORTS DEVELOPMENT CENTRE

CUSTOMER SERVICE ASSISTANT

**PART-TIME WORKING 12 HOURS PER WEEK,
TERM-TIME ONLY FOR 39 WEEKS PER YEAR.**

JOB REF: REQ15532

JULY 2015

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

JOB DESCRIPTION

Job Grade: Administrative Services Grade 2 (AD2)

Responsible to: Senior Customer Service Assistant/Duty Manager

Responsible for: None

Job Purpose: To provide excellent customer care, promoting an efficient and effective reception service and ensuring that each customer that comes into the facility has a positive experience.

Key Tasks:

- Provide a friendly and professional welcome to all customers, presenting a positive impression of themselves and the organisation.
- Deliver excellent customer service, at all times.

Duties and Responsibilities

- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- Work as part of the team to ensure the smooth operation of the facility.
- Monitor availability of customer information/promotional material and replenish as required.
- Respond to customer enquiries and provide information about the full range of opportunities available.
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.

- Assist with the issue/return of hire equipment, reporting failure to return equipment to the Duty Supervisor.
- Assist with the upselling of goods and services.
- Make bookings and take payments using the computerised booking system. Cash up accurately at the end of each shift reporting any irregularities to the Duty Supervisor.
- Ensure customer information, including sensitive financial information, is stored and used appropriately in accordance with relevant legislation.
- Carry out daily administrative tasks as directed by the Senior Customer Service Assistant or Duty Supervisor.
- Keep the reception area clean and tidy at all times.
- Complete stock checks when requested.
- Consistently and actively apply good housekeeping principles, such as turning off lights and equipment when not in use, in order to contribute to our strategy to reduce utility consumption and carbon footprint.
- Actively engage in CPD and further training, as appropriate.
- Attend staff meetings and contribute appropriately as required
- As a trained first aider, to deal with accidents or injuries as they occur and ensure that the necessary steps are taken to prevent reoccurrences and that the relevant documentation is completed.
- Adhere to the policies of the University at all times.
- To promote adherence to ethical guidelines and regulations with regard to drugs and doping in sport, in line with UK Anti-Doping (UKAD) guidelines and the Loughborough University 'Clean Sport' commitment.
- Any other duties that are commensurate with the grade of the post.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

The post will require working in the evenings, weekends and on bank holidays and University closure days when required.

Staff are required to wear SDC designated uniform whilst on duty.

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PERSON SPECIFICATION

Job Title: Customer Service Assistant

Job Grade: Administrative Services, Grade 2 (AD2)

Criteria	Essential	Desirable	Stage to be Assessed
Experience	Experience of working as part of a team	Experience of working within the leisure industry	1,3
	Experience of working in a customer focussed environment	Experience of working with membership and bookings systems	1,3
	Experience of handling cash	Experience of Gladstone Plus 2	1,3
Skills and Abilities	Excellent customer service skills	Ability to handle difficult situations	1,3
	Excellent communication skills		1,3
	IT skills to be able to input/extract information accurately from computerised systems		1,2,3
	Familiar with Microsoft Office (particularly Outlook, Word and Excel)		1,2,3
	High standard of personal presentation		3
	Open, honest and approachable		3
	Ability to use own initiative and work effectively as part of a team		1,3
	Enthusiastic and motivated with a positive 'can do' attitude		1,3
	Punctual, flexible and reliable		1,3
Qualifications	Educated up to GCSE level (Maths and English) or equivalent		1

	Valid First Aid at Work Certificate (or ability to gain within 9 months of starting post)		1,3
Equality & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace		1, 3
Training	Be committed to, and actively participate in, a programme of continuing personal professional development		1,3
Other	Willingness to work irregular hours as necessary Awareness of relevant Health & Safety requirements A commitment to observe the University's Equal Opportunities and Health & Safety policies at all times A commitment to observe and uphold the SDC Anti-Doping Policy	Awareness of QUEST accreditation and requirements An understanding of University sport	1,3 1,3 1 1

Stages in Assessment:

1= Application Form,

2= Selection Test – i.e. presentation, in-tray exercise, data analysis

3= Interview

Conditions of Service

The position is part-time working 12 hours per week, term-time only for 39 weeks per year. Salary will be on Administrative Services Grade 2, £14,631 - £15,765 pro rata per annum at a starting salary commensurate with experience and qualifications.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

Informal Enquiries

Informal enquiries are welcome and should be made to Bhavin Patel, Duty Manager (Central Park), by email at: B.Patel5@Lboro.ac.uk, or by telephone on +44 (0)1509 228642.

Application

The closing date for receipt of applications is **16 August 2015**. Interviews will be held on **Thursday 3 September 2015**.