

SENIOR CUSTOMER SERVICE ASSISTANT – Two positions available

Job Ref: REQ17728

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 3

Job Purpose

To supervise and provide excellent customer care promoting an efficient and effective reception service, 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.
- Supervise the reception area and Customer Service Assistants allocating tasks where appropriate.
- Provide administrative support to the management team, as required.

Duties and Responsibilities

- Lead the way in providing an excellent customer experience encouraging others to do the same.
- 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.
- Ensure continuous availability of customer information/promotional material ordering new stock, 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 and take bookings and payments using the computerised booking system. Cash up accurately at the end of each shift and ensure any irregularities are reported to the Duty Supervisor.
- Assist in basic configuration of the bookings system (for example, adding new class information, updating membership types).
- Oversee the processing of Direct Debit and Salary Deduction payments.
- Manage and protect customer information, including sensitive financial information, ensuring it is stored and used appropriately and in accordance with relevant legislation.
- Carry out a range of administrative duties ensuring deadlines are met, allocating tasks when necessary.
- Provide management reports, as requested, using the computerised system.
- Ensure the reception area is kept clean and tidy at all times.
- Ensure stock audits take place, ordering stock when required.

- 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.

Organisational Responsibility

Reports to the Duty Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working as part of a team.	1,3
	Previous experience of working in an admin related role in a customer focussed environment.	1,3
	Experience of handling cash.	1,3
	Previous experience of using a computerised bookings and payments system.	1,2,3
Skills and abilities	Ability to supervise staff .	1
	Proven excellent customer service skills.	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
	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
Training	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	GCSE in Maths and English or equivalent.	1
	Valid First Aid at Work Certificate (or ability to gain within 9 months of starting post).	1,3
Other	Willingness to work irregular hours as necessary.	1,3
	Awareness of relevant Health & Safety requirements.	1,3
	A commitment to observe the University's Equal Opportunities and Health & Safety policies at all times.	1
	A commitment to observe and uphold the SDC Anti-Doping Policy	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working within the leisure industry.	1,3
	Experience of working with membership and bookings systems.	1,3
	Experience of Gladstone Plus 2.	1,3
	Previous experience of using the Agresso finance system.	1,2,3
Skills and abilities	Ability to handle difficult situations.	1
Qualifications	Customer care course.	1

Other	Awareness of QUEST accreditation and requirements.	1,3
	An understanding of University sport.	1,3

Conditions of Service

There are 2 part time (32 hour per week) positions available. One position is open ended and, and one is fixed term for six months. Salary will be on Operational Services Grade 3 (£16,618 - £18,940) pro rata per annum at starting salary to be confirmed on offer of appointment.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available [here](#))

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>.

Informal Enquiries

Informal enquiries should be made to James Wright, Assistant Manager by email at J.Wright3@lboro.ac.uk

Applications

The closing date for receipt of applications is **27 August 2017**.

Interviews will be held on either 13 September 2017.