

SYSTEMS OFFICER – CUSTOMER SUCCESS

Job Ref: REQ240273

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 4 (AD4)

Job Purpose:

As part of the Strategic Insights & Solutions Team (which oversees systems' development and support across Loughborough Sport), drive the use of Loughborough Sport's management information systems to enhance customer success across all sports facilities on campus. This requires anticipating challenges and proactively providing solutions to build customer relationships, through both digital and face-to-face interactions.

Key Tasks:

- To work as part of a team on a **rotating shift pattern** to contribute to the following functions (including out of hours support):
- **Digital customer service:** support continued improvement of Loughborough Sport's enquiry management process, covering every element of the customer journey, from website content through to post-experience follow up; this includes reviewing the language and approach used in our communications, to build customer relationships, boost customer advocacy, and improve retention and acquisition.
- **Systems' maintenance:** support the day-to-day running of Loughborough Sports's management information systems, primarily to enhance those processes which drive a culture of greater customer success.
- **Facilities' scheduling:** support scheduling of facilities for internal stakeholders, coordinating Performance Programmes, AU Clubs, Development Team, and Events and Business Development unit to ensure the booking system accurately reflects their requirements.
- **Systems' support:** respond to troubleshooting queries from members of staff operating out of all other sports facilities on campus.
- **Systems' development:** support the Strategic Insights & Solutions Team embed new processes and system configurations which enhance customer success, including allocating tasks to the Facility Operations Team where appropriate.
- **Face-to-face customer service:** operate within customer focussed environments, demonstrating the necessary skills and attitude to ensure each customer receives an overwhelmingly positive experience; as part of Loughborough Sport's wider customer service function, ensure the smooth operation of sports facilities through overseeing an efficient and effective reception area.

Duties and Responsibilities:

- **Digital customer service:** this will include but is not limited to:
 - monitoring the different online channels through which customers raise queries and provide effective and timely responses.
 - ensuring website information is up to date, including online forms.
 - efficiently processing each enquiry, ensuring appropriate sign off if required.

- issuing booking confirmations and request denials in a timely manner.
 - providing thorough and consistent supporting information, for example, car parking guidance.
 - successfully following up for feedback from internal and external stakeholders on their experience of sports facilities and accompanying services.
 - proactively communicating service messages to users, for example, unexpected closures and disruptions to amenities.
 - using multiple communication methods including email and app push notifications.
- **Systems' maintenance:** this will include but is not limited to:
 - ensuring the accurate creation of new customer accounts and the removal of duplicates.
 - scrutinising customer accounts ensuring valid discount and access eligibilities.
 - managing memberships, ensuring correct agreements and benefits are applied to customer accounts.
 - managing student club and University programme facility bookings.
 - managing National Governing Bodies of Sport and other University partners' facility bookings.
 - managing community clubs and other commercial clients' facility bookings, ensuring accurate application of the expected and agreed upon charges.
 - monitoring and updating payment status of bookings and assist in the recovery of outstanding debts, applying mitigating actions where required (e.g. freezing accounts).
 - issuing refunds and / or credit notes for memberships and other services in line with the terms set out in agreements.
- **Facilities' scheduling:** this will include but is not limited to:
 - supporting ongoing efforts of Loughborough Sport to maximise facility use through continually monitoring and redistributing bookings where possible to create additional capacity.
 - building relationships across Loughborough Sport to develop a sound understanding of its facility requirements; this includes advising on better scheduling and releasing space to other stakeholders if original booking is no longer required.
 - having a strong familiarity of bookings requested by Loughborough Sport, wider University, partners, and commercial clients, and flag where there's an unexpected level of cancellations.
- **Systems' support:**
 - being the first point of contact for troubleshooting queries on Loughborough Sport's management information systems from other members of staff.
 - if required, attending in person the facility from where an issue has been reported.
 - if required, reporting an issue to wider Strategic Insights & Solutions Team, IT Services, or support teams of system suppliers to ensure speedy resolution.
 - reporting to wider Strategic Insights & Solutions Team repeat issues that need a systematic fix.
- **Systems' development:**
 - Support the implementation of new automated processes, for example, issuing invoices and applying no-show charges, and the monitoring of any established workflows.
 - Champion and embed new task allocation and planning processes which improve the effectiveness of Loughborough Sport's customer service.
- **Face-to-face customer service:** this will include but is not limited to:
 - providing a friendly and professional welcome to all customers, presenting a positive impression of themselves and the organisation.
 - appropriately managing customer complaints, escalating if required.
 - ensuring excellent availability of customer information and promotional material.
 - responding to queries in a knowledgeable, professional, and courteous manner.
 - assisting with the sale of goods and services as well as with equipment hire.
 - accurately cashing up at the end of each shift and ensure any irregularities are reported.
 - consistently and actively applying good housekeeping principles around the facility.
 - ensuring the reception area is kept clean and tidy at all times.
 - as a trained first aider, dealing with accidents or injuries as they occur, ensuring the necessary steps are taken to prevent reoccurrences and relevant documentation is completed.
 - attending meetings of the wider customer service function and reporting on progress to the relevant managers in the Facility Operations Team if required.
- To carry out any other duties, commensurate with grade, that may be reasonably requested.

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

The place of work may be changed to another set of sports facility if required to meet the needs of the business.

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.

It will be necessary to work outside normal working hours including evenings, weekends and on Bank Holidays and University Closure Days.

To adhere 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

The post holder may be required to provide a satisfactory disclosure statement (see <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>) for more details.

Staff are required to wear Loughborough Sport designated uniform whilst on duty when appropriate.

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.

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 at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

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 at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

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

We also strive to create a culture that supports equity 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/>

Organisational Responsibility

Reports to: Solutions Manager - Bookings in Strategic Insights & Solutions Team

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 management information systems.	1,2,3
	Experience of compiling timetables or involvement in complex scheduling of bookings.	1,2,3
	Broad knowledge of supporting IT applications and systems.	1,3
	Experience of providing an excellent customer service.	1,3
	Experience of working as part of an effective team.	1,3
	Experience of working in a customer focussed environment	1,3
Skills & Abilities	Excellent IT skills.	1, 2,3
	Excellent understanding of scheduling bookings.	1,2,3
	Attention to detail.	1,3
	Excellent understanding of Microsoft Outlook.	1,2,3
	Ability to work on own initiative with limited supervision.	3
	Methodical approach and close attention to detail.	1,3
	Punctual, flexible, and reliable	1,3
	Excellent communication skills	1, 3
Qualifications	Educated to A level standard or equivalent relevant experience.	1
	Valid First Aid at Work Certificate (or ability to gain within 9 months of starting post)	1, 3
Training	A commitment to ongoing professional development.	1,3
	Demonstrate evidence of having undertaken further training.	1,3
Equality & Diversity	A commitment to equality and diversity with the ability to role model, adhere to and advocate the university's Equality and Diversity Policy.	1,3
Other	Willingness to work irregular hours as necessary.	1,3
	Awareness of relevant Health & Safety requirements.	1,3
	Commitment to observing the University's equal Opportunities, Health and Safety and IT Acceptable Use policies at all times.	1, 3
	Reliable, punctual and a flexible approach to work.	1,3
	A commitment to observe and uphold the Loughborough Sport Anti-Doping Policy.	1

Desirable Criteria

Area	Criteria	Stage
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Experience	Experience using computerised booking and membership systems, with particular focus on leisure management systems.	1,3
	Experience of working in a sports / leisure environment.	1,3
	Experience of working in a large complex organisation, like a university.	1,3
	Experience of implementing new systems and processes.	1,3
Skills & Abilities	Familiar with Microsoft Office (i.e. Word, Access, Excel and PowerPoint).	1,3
	Familiar with Microsoft shared working tools and workflows, including Teams, SharePoint and Power Automate.	1,3
	Ability to handle difficult situations in a customer focussed environment	1,3

Conditions of Service

The position is **full-time and open-ended**. Salary will be [Administrative Services Grade 4](#). Starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for grades 1 to 5 staff, details of which can be found [here](#).