

SYSTEMS OFFICER – MEMBER SERVICES

Job Ref: REQ250738

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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), you will play a key role in delivering services that support Loughborough Sport Members and associated commercial offers.

Key Tasks:

- **Member Support Services:** as part of Loughborough Sport's wider customer service function, ensure the smooth delivery of Member-related services including the effective and efficient management of customer enquiries; this supports the organisational objective of building customer relationships, boosting customer advocacy, and improving Member retention and acquisition.
- **Fee Collection:** support the gathering of payments owed for services or goods related to Loughborough Sport's Membership scheme and other related commercial offers, including those collected by Direct Debit.
- **Financial Control:** provide assistance to Loughborough Sport and the Finance Office with the implementation of and ongoing adherence to policies and guidance which ensure effective and responsible management of financial processes, including debt collection; this commitment to effective financial controls promotes operational efficiency as well as preventing and detecting errors and fraud.

Duties and Responsibilities:

- **Member Support Services:** this will include but is not limited to:
 - Acting as a first point of contact for any online queries relating to services provided to Loughborough Sport Members and related commercial offers.
 - Presenting yourself in a friendly and professional manner when interacting with customers online, creating a positive impression of yourself and the organisation.
 - Demonstrating the necessary knowledge to manage general enquiries relating to the Membership offer, including benefits and prices.
 - Demonstrating the necessary knowledge to manage the customer journey taken by each of our stakeholders (Loughborough University students and staff, and local community), including account sign up, password creation, and logins.
 - Effectively managing troubleshooting queries from Members, including Membership upgrades/downgrades and refunds, and other related commercial services, including adding/waiving charges applied to online accounts.

- Demonstrating the necessary skill to manage customer complaints, including those related to penalties applied for behaviours which contravene agreed terms of use, and escalating if required.
 - Supporting the implementation of new processes designed to enhance the Membership offer, for example, automatic application of no-show penalties or elevated permissions for booking new Member-related services; this ensures new solutions developed to improve the Member experience are embedded into 'business as usual' activity.
- **Fee Collection:** this will include but is not limited to:
 - Raising invoices when required for Memberships and other related services (like facility usage) provided at an organisational level, ensuring correct information is submitted to Loughborough University Finance Office in a timely manner.
 - Raising invoices encompassing contractually agreed services (like facility rental for National Governing Bodies of Sport), according to the schedule agreed with the contracted partners; this requires liaising with colleagues across the department to ensure accuracy and verification of any changes to the agreements.
 - Overseeing all fees collected by Direct Debit, ensuring they are accurate and completed in a timely manner; this includes preparation and submission of AUDDIS files and fee collection reports to the Finance Office.
 - Supporting the implementation and maintenance of the PDQ machines used by Loughborough Sport in its facilities and at events both on and off campus.
- **Financial Control:** this will include but is not limited to:
 - Familiarising colleagues with correct financial procedures for activities like PDQ payments, refunds, end-of-shift banking, and raising invoices.
 - Assisting the recovery of outstanding debts on Member accounts, including financial penalties related to behaviours which contravene agreed terms of use, and charges applied to accounts for Member-related services which aren't paid at the point of booking; and coordinating the mitigating actions if debts remain outstanding.
 - To monitor the transactions recorded by the payment solution (both online and through Front of House PDQs) and by the bookings and membership system and ensure reconciliation between the two; this confirms the accuracy of the financial information shared across the university, protecting against fraud and errors and ensuring compliance.
 - Overseeing card payment processes ensuring compliance with all DSS/PCI procurement procedures; with colleagues in the Strategic Insights & Solutions Team, embed these processes across all teams in Loughborough Sport which use PDQs.
- **Other Responsibilities:** this will include but is not limited to:
 - Assisting the Strategic Insights & Solutions Team in managing expenditure on software licences and other associated fees to ensure smooth delivery of Loughborough Sport's Bookings and Memberships systems; this includes monitoring the relevant budgets.
 - If required, fulfil your duties as a holder of a University Purchasing Card, and ensure purchases are reconciled and charged to the appropriate project code.
 - Adopt a flexible approach, undertaking other general administrative tasks as required of the Strategic Insights & Solutions Team that are commensurate with the nature and level of the role.

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

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.

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

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 commitment to the University's Equity, Diversity, and Inclusion policies at all times.

Organisational Responsibility

Reports to: Solutions Manager – Systems Development

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 handling payments and balancing till at end of shift.	1,3
	Experience of working in an environment which values excellent customer service.	1,3
	Experience of working as part of an effective team.	1,3
	Experience of management information systems.	1,3
Skills & Abilities	Excellent communication and interpersonal skills.	1,3
	Excellent IT skills.	1,3
	Excellent organisational and time management skills.	3
	Excellent customer service skills.	3
	Ability to work on own initiative and make appropriate decisions including prioritisation of own workload.	1,3
	Ability to work with accuracy and attention to detail whilst working to deadlines.	1,3
	Ability to use Microsoft Office (Word, Excel, and PowerPoint) and Outlook to a high standard.	1,3
Training	A willingness to undertake further training as appropriate and to adopt new procedures as and when necessary.	3
	A commitment to ongoing professional development.	1,3
Qualifications	Educated to A level standard or equivalent relevant experience.	1
Equity & Diversity	A commitment to equity and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity Policy.	1,3
Other	Reliable, punctual and a flexible approach to work.	1,3
	A willingness to adopt new procedures as and when required.	1,3

	Commitment to observing the University's equal Opportunities, Health and Safety and IT Acceptable Use policies at all times.	1,3
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Desirable Criteria

Area	Criteria	Stage
Experience	Experience using computerised booking and membership systems, with particular focus on leisure management systems.	1,3
	Experience of using computerised finance 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
Skills & Abilities	Familiarity with Microsoft shared working tools, including Teams and SharePoint.	1,3
	Ability to handle difficult situations with customers in digital communications.	1,3

Conditions of Service

The position is **full-time and open-ended**. Salary will be on [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](#).

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 and inclusion 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/>