

Customer Service Assistant

Job Ref: REQ260510

School/Department summary:

Loughborough Sport is the overarching sport and physical-activity Professional Service of Loughborough University. It covers a wide spectrum: elite performance sport, recreational sport, coaching and volunteering, facilities, student clubs, and inclusive programmes.

Job Description

Job Family and Grade: Administrative Services Grade 2

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.

- 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.

Job Duties

- 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 customer enquiries in a professional and courteous manner, in person, on the telephone or via e-mail making sure that the facility inboxes are dealt with as soon as it is operationally possible.
- Assist with the issue/return of hire equipment, reporting failure to return equipment to the Duty Manager.
- 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 Manager.
- 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 Manager.

- 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.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff, but will also include external organisations and parents.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

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 outlined in the document.

Special Conditions

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

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

Organisational Responsibility

Reports to the Duty Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 – Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working as part of a team.	1,3
	Experience of working in a customer focussed environment.	1,3
	Experience of handling cash.	1,3
Skills and abilities	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
	High standard of personal presentation.	1,3
	Open, honest and approachable.	1,3
	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	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3
	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	Educated up to GCSE level (Maths and English) or equivalent.	1
Equity & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	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 & Health & Safety policies at all times.	1
	A commitment to observe and uphold the Loughborough Sport Anti-Doping Policy.	1

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential 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 Legend.	1,3
Skills and abilities	Ability to handle difficult situations.	1,3
Other	Awareness of QUEST accreditation and requirements.	1,3
	An understanding of University sport.	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous**, **Collaborative**, **Creative**, **Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.