

The Cheltenham Trust – Customer Service Assistant (Sport & Leisure)

Particular to the role of:	Customer Service Assistant
Grade:	C
Salary	£8.45 per hour
Location:	Leisure at Cheltenham
Responsible to:	Customer Service Team Leader

Job purpose

The assistant roles are based on generic and specific Trust wide responsibilities and operational responsibilities.

- To assist with both the enterprise and charitable elements of trust activity.
- The post holders will support the appropriate Team Leader or Co-ordinator in terms of trust delivery and trust operations. Ensuring that all operational elements are consistent with adherence to policy through a period of significant change and development of the Trust
- To identify, develop and present to the Team Leader or Co-ordinator opportunities to develop and expand the activities of the trust and generate income through customer interface and customer services provision
- To work with Team Leader or Co-ordinators to support the development of the Trust's operations and delivery to realise outcomes
- To work with the Co-ordinators to assist with research and production of information to support the formulation of plans as required
- To work as a team member to assist with operational delivery against delivery plans, income targets and day to day business
- To assist in collaborative partnerships with key stakeholders and the public supporting the work of Team Leader or Co-ordinators, managers and the Executive Team in pursuit of the trusts objectives
- To record performance and maintain appropriate reporting information as required to support evaluation, action plan delivery and the customer experience
- To assist in the management of cash, income generation and to work within an enterprising approach to development of the Trust and delivery of its key objectives
- To assist where appropriate with engagement projects, programme and content creation and commercialising the trust, development of the customer offer working across the Trust

Main Areas of Work

Operational effectiveness

- To be fully aware of the strategic imperative for the work that is being undertaken in this role
- To support and assist with partnership working, stakeholder management, data collection, preparation of reports through the provision of core information.
- To support the provision of a high quality customer experience at venues and in other destinations as required by the strategy for the Trust
- To support with the provision of partnership projects and customer delivery for specific initiatives, engagement programmes, production of content and income generation
- To enable the venues operated by the Trust to operate successfully and efficiently at all times
- To collect data related to customer engagement and attendance at special events
- To deliver events and activities across the Trust as appropriate to programming and engagement working across the Trust
- To undertake cash handling as required by the Trust
- To contribute to the development of annual plans through staff consultation and data collection
- To ensure that Health and Safety compliance through day to day operations of the venues and customer service and report any concerns to your line manager immediately
- To identify opportunities for the Trust that deliver value socially, economically and financially through customer feedback mechanisms
- To ensure that the Trust's equal opportunities policies are followed

Trust Operations

- Support a continued commitment to customer experience and satisfaction through the delivery of high quality services and organisational performance.
- Uphold the trust's positive profile at all times and undertake communications by adhering to the relevant policy.
- Work effectively across the whole trust through supporting and co-ordinating matrix working, programme delivery and project management.
- Undertake specific project management roles as appropriate to the development of the trust.
- Meet the strategic objectives of the trust through supporting the delivery of activity plans and strategic outcomes as appropriate to the role.
- Support an enterprise culture across teams at all times through encouraging a positive culture and a business-like approach to all tasks
- Support the successful development of the trust through staff consultation and involvement.
- Support consultation with key stakeholders and through collaboration with partners.

Resources – Human

- Assist with the training and development of staff at the direction of the Team Leader or Coordinator.
- Assist with supervising volunteers effectively promoting positive engagement and outcomes
- Promote a positive and exciting trust wide work ethos in line with the Trust's values.

Resources - Finance

- Ensure all resources (including IT hardware and software) are used safely, legally and efficiently.
Ensure the area of responsibility complies with financial regulations and all other trust policies and maintains systems for ensuring financial probity.

Specific Responsibilities

Customer Service Assistant

- Keep up to date specialist product knowledge in relevant area
- Communicate with customers face to face, telephone, online and by email
- Support the customer service team with admin duties
- Give an exceptional welcome to all customers and proactively engage with customer on a regular basis
- Use Trust business systems correctly
- Maximise sales of leisure memberships and activities
- Stock and display merchandise as instructed by the Retail Co-ordinator.
- Contribute to and follow the Customer Service Charter
- Proactively assist in emergency procedures
- Support Customer Service Team Leader in ensuring the highest level of customer satisfaction
- Follow current legislation in area if relevant

Job Specification

Experience

- Minimum of 1 year working in a sales and/or customer service environment

Knowledge, skills and abilities:

- Excellent communication and organisation skills
- Ability to work across the Trust
- Interpersonal skills, ability to relate to people at different levels including the Board, staff, stakeholders and the public
- Some knowledge of the cultural and sports sectors
- Team player, with excellent co-ordination skills

Qualifications:

- Educated to NVQ L2 or higher – in either a relevant subject or alternatively, significant demonstrable experience in a relative field (1 -2 years)

The Cheltenham Trust will offer 5% shift allowance and training opportunities; customer service training and NPLQ course.

Ability to work to and uphold The Cheltenham Trust Values:

Trust Values

- Considered – each member of staff will consider the reputation of the trust and uphold a professional approach within this post
- Committed – each member of staff will be committed to the charitable objects of the trust and understand their role in achieve these objectives
- Collaborative – each member of staff will work with others across the trust and organisations outside the trust in a professional manner
- Creative – each member of staff will be creative in their approach to problem solving and developing new ways of working to enable the trust to realise its goals