

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**PROFESSIONAL SUPPORT SERVICES**  
**DIRECTORATE FOR THE STUDENT EXPERIENCE**  
**RESIDENTIAL SERVICES DIVISION**

## **The University of Manchester**

### *Job Description*

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<b>Job Title:</b>	Senior Customer Services Assistant
<b>Job Grade:</b>	3
<b>Reports To (Job Title):</b>	Sport Coordinator (Customer Services)
<b>Direct Reports:</b>	Customer Services Assistant
<b>Indirect Reports:</b>	N/A
<b>Department:</b>	UoM Sport, Residential and Sport Services, Directorate for the Student Experience
<b>Job Purpose:</b>	

- To be the first point of contact with all customers and site visitors (colleagues, contractors, and suppliers) and provide information, advice and guidance in relation to all UoM Sport front of house processes and procedures.
- To administer, process, and promote UoM Sport memberships and bookings.
- To support the customer services team in the effective and efficient delivery of administrative services within UoM Sport.
- To organise the booking of sports facilities to internal and external customers to maximise facility usage.

#### **Key Responsibilities, Accountabilities and Duties:**

- To provide a welcoming and effective reception service, giving information, advice and guidance to all customers and site visitors in relation to UoM Sport services
- To provide an exceptional standard of service to all customers and potential customers
- Communicate with relevant colleagues to ensure bookings are organised and customer expectations are met.
- To provide information and guidance to internal and external customers on sport facility

- hire bookings and programming and resolve queries and issues relating to all UoM Sport programmes, offers and facilities referring to relevant colleagues where necessary.
- To organise administrative activities for UoM Sport including financial administration in accordance with university regulations and procedures.
  - To administer all regular and block bookings, liaising closely with all customers to confirm bookings in advance, update records and ensure booking agreements are accurately maintained
  - Support UoM Sport systems and processes ensuring the leisure management systems are accurate and up to date.
  - Support in undertaking business processes including (but not exhaustive of use) oracle financials, reconciliation, and UoM Sport HR administration
  - Organise and respond to customer enquires in line with all correct procedures, work instructions and standards efficiently and effectively.
  - Collate feedback / Produce reports provided by customers and liaise with colleagues to seek resolutions for them wherever possible.
  - Support membership sales and retention initiatives and contribute to the achievement of monthly targets
  - To maintain the presentation of UoM Sport facilities to ensure a clean, safe, and secure working environment
  - Work to a rota system including evenings and weekends with other colleagues to ensure appropriate staffing levels in line with business need.
  - To ensure that confidentiality of information is maintained in line with data governance requirements and University policy
  - Act in accordance with and promote university policies, procedures, and requirements at all times in particular those relating to health and safety; equality, diversity, and inclusion; and information governance
  - To undertake such other duties as directed by the Sport coordinator (Customer Services) commensurate with the level of responsibility for the role

### **Person Specification - Knowledge, Skills / Competencies and Experience Needed:**

#### **Essential Attributes and Requirements**

- NVQ L2 in a Customer Care-related subject, or equivalent experience
- Experience of working with administrative processes and dealing with a wide range of people and services
- Familiarity with standard IT packages and systems such as Microsoft 365, Excel, Outlook, with experience of using bookings and CRM systems
- Good organisational skills and able to prioritise work in a busy environment
- Flexible and responsive to customer needs and able to provide information and guidance while maintaining confidentiality
- Demonstrate a good understanding of data protection regulations and experience of dealing with confidential matters
- Good oral and written communication skills with an ability to deal with a wide range of people
- Good numeracy skills, attention to detail and the ability to identify problems and resolve issues effectively
- Experience of working in a team environment with an ability to be flexible and provide support for

- colleagues
- Experience in organisation of sports centre or other related facility bookings, letting and hire.
- Demonstrates commitment to the University's core values and to the provision of the best possible support to our students, staff, and customers

#### **Desirable attributes and Requirements**

- Experience of working within the sport & leisure industry
- Health and Safety training to the requirement of the role