

Customer Service Advisor

14 hours

**Grade 3 (SCP 14-17 £17,537 - £18,769) pro rata
plus benefits**

Newport Live is an award winning not for profit sport, leisure and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that *'inspire people to be happier and healthier'*.

We are looking to recruit a Customer Service Advisor to join the busy team based at the Regional Pool & Tennis Centre. The Customer Service Advisors are often the first point of contact for Newport Live, responding to individual customers and block bookers via telephone, email, online and enquiries made in person.

Exceptional customer service is a must for this role, as you work to develop the skill and knowledge to effectively manage enquiries from new and existing customers, presenting the broad range of products and services available. This includes those across Sport and Leisure, Theatre, Arts and Culture, our Community Programmes and other new Newport Live products in development.

You will actively promote the Newport Live offer to encourage increased participation and generate sustainable income for the company in line with company standards and KPIs, always exceeding customer expectation in line with Newport Live values.

For an informal discussion about the post please contact Kirsten Daniels, IT, Systems and Support Manager via email Kirsten.daniels@newportlive.co.uk.

Application details are available in Welsh upon request.

Application Process

You can download an application form and job description via the Newport LIVE website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

Closing date for applications:

Sunday 10th October 2021

We do reserve the right to close this advertisement early if sufficient applicants have been received.

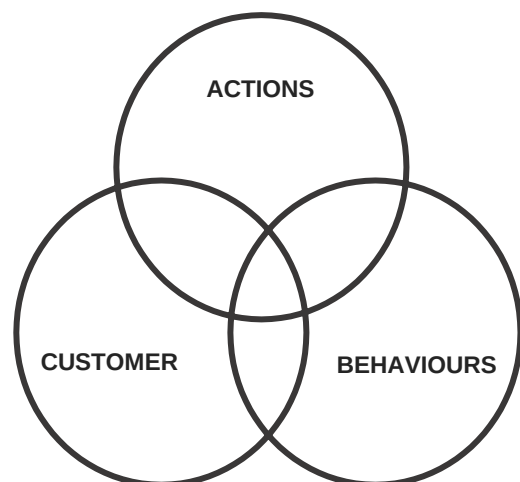
JOB DESCRIPTION

POST:	CUSTOMER SERVICE ADVISOR
JOB PURPOSE:	To always provide exceptional customer service and be the first point of contact for all customers wishing to use Newport Live programmes and facilities. To encourage the local community and visitors to the area to make full use of all the company's services. Actively promote Newport Live's products and services, encouraging increased participation, and generating sustainable income for the company. To always exceed customer's expectations in line with Newport Live values.
RESPONSIBLE TO:	Customer Service Team Leader
SALARY:	Grade 3 (SCP 14-17 £17,537 - £18,769) pro rata
KEY RELATIONSHIPS:	Members of the public, partners and stakeholders and all Newport Live colleagues.
BASE LOCATION:	Head Office: The Regional Pool & Tennis Centre, requirement to work at all Newport Live facilities, as necessary.
MANAGEMENT RESPONSIBILITY:	Trainee Customer Service Advisors, Customer Service Receptionists and Volunteers

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** Provide a positive and professional first point of contact for all customers and stakeholders engaging with Newport Live, through the various forms of communication incoming or outgoing, including digital platforms, in person and via the telephone and at all times in line with the Vision, Mission and Values of Newport Live.
- 2** Maintain knowledge of and proactively promote Newport Live's full product range of services, upselling products and services across all facilities including Theatre Tickets, Membership schemes, Aquatics, Cycling and Tennis products, room hire and block bookings. Providing accurate and consistent advice and information with the aim of delivering growth across all areas of the business, including attendance, participation and financially while supporting all incentives and initiatives striving to achieve organisational KPIs.
- 3** Proactively make outbound communications to current and prospective customers for sales and feedback purposes. This may include but is not exclusive to memberships products including new sales, renewals, expirations, incorrect details and unpaid sales, and online transactions where no payment was received.
- 4** Proactively contact customers for booking products including future bookings, and the collection of outstanding amounts associated with their membership or booking account.
- 5** Adopt a proactive approach to all sales and marketing activity across the organisation, to ensure that customer enquiries are converted to a sale, upselling products wherever possible, including the follow up on sales leads and effective management of the prospect database.
- 6** Adopt a proactive sales approach to the room hire and block booking process, managing all enquiries, and offering recommendations and advice on the most suitable options for the activity. Following all stages of the booking process in line with policies and procedures, accepting, checking and processing the required documentation including inputting all data including costs and requirements into the required systems, advising on the set up requirements to the appropriate Facilities Team and in advance of the customers arrival. Ensure all financial policies relating to the transaction are implemented, chasing prepayment and invoices where appropriate.
- 7** To encourage and support customers to engage with and consistently utilise digital platforms across Newport Lives portfolio to self-serve promoting a cashless approach.
- 8** Remain fully conversant with Newport Live systems, including the use of Point of Sale, Box Office and other systems that are required to ensure successful business objectives. This includes implementing and supporting Communication, Point of Sale, Box Office, Booking and Financial administrative procedures, ensuring an accuracy of data and attendance management, adhering to all associated policies and procedures.
- 9** Ensure all required workstreams, processes and procedures are followed, to include recording of customer data, pricing structures and cash handling in line with Newport Live policies, following associated process and current legislation including GDPR guidelines in handling data and confidentiality.
- 10** Support the ongoing review of available spaces across all facilities and programmes, adopting a proactive approach to encourage repeat visits on a blocking booking or ad hoc basis, with all potential customers including regular or casual users.

- 11** Update or where required report to the appropriate team any inaccuracies or gaps identified within the internal and external facing information including discrepancies shown on digital platforms. Undertaking a general audit of the Newport Live website, Connect Platform, Newport Live's App's, and any other digital platforms to ensure all information is accurate and relevant to current and potential Newport Live customers.
- 12** Receive and log all compliments and complaints, directing them to the appropriate Newport Live team members for resolution in a timely manner, collating an accurate account of feedback received alongside the appropriate next steps for monthly review and analysis.
- 13** To assist and support the promotion of Newport Live facilities and services, on site or off site at outreach and events, supporting all marketing and promotional displays as required.
- 14** Take ownership of personal performance and development, completing all training programmes required to complete your role, including attendance at external training programmes as agreed.
- 15** To be part of the training team supporting the training and development of Trainee Customer Service Advisors and Customer Service Receptionists, through shadowing and coaching, supporting the Customer Service Team Leader and Leisure & IT Support Services Manager.
- 16** Assist at major functions as directed by the management team, as well as during emergency situations such as evacuating facilities.
- 17** To be an ambassador for the Newport Live Brand, undertaking any other duties, commensurate with the grade and of this post as directed by the management team.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

CUSTOMER SERVICE ADVISOR – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	Willingness to take a Newport Live general competency test if required. (A, I)	Possess 5 GCSE or equivalent (Grades A – G) (A) Qualifications relating to Customer Services and Administration (A, I) Qualifications relating to Information Technology (A, C)
Knowledge, Skills & Competencies	Excellent Numeracy Skills (A, E). Ability to use Information Technology packages (A, I). Be able to achieve set targets and deadlines. (A, I) Be able to manage the progress of your own work and competing demands and multitask effectively. (A, I)	Demonstrate the ability to communicate with and control engagements with people in a range of communication methods. (I) Be confident and assertive when occasion demands yet fully committed to the principles of excellent customer care. (A, I). Ability to communicate effectively using the Welsh Language (I)
Experience	Experience within a Customer Service role. (A, I) Experience of working in a busy customer facing role. (A, I)	Experience of using Information Technology and Point of Sale Systems. (A, E) Sales experience (A, I) Cash handling experience in a busy service environment (A, I)
Personal Attributes	Commitment to deliver excellent standards of customer care. (A, I) Possess a polite, pleasant telephone manner, transferable into various communication methods. (I)	

	Be able to work well both as an individual and as part of a team (A/I) Excellent negotiation and communication skills. Intrinsically motivated and driven to achieve excellence. (A, I) Able to balance a wide and varied workload and prioritise effectively. (A, I) Possess the ability to work regular, evenings, weekends, and bank holidays. (A, I)	
Other	Flexible attitude to work including the ability to work at short notice if required. (A, I) Be able to work varying shift patterns to include early mornings, evenings, and weekends (I) Ability to travel within Newport. (A)	Willing to work additional hours when required. (I) Understanding of operating in a charitable and not for profit environment. (I) Current Driving Licence. (A)

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre