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Post Title	Lead Customer Experience Administrator
Division	Sport and Active Communities
Section	Customer and Corporate Support
Location	HQ / Venue / Remote

Responsible to	Customer and Corporate Support Manager / Team Lead (dotted line)
Responsible for	Any immediate reports

Job Purpose

- 1 To ensure all internal and external enquiries made to the customer experience hub are handled to a high standard, using empowerment levels to achieve a first-time resolution and to reduce customer effort, wherever possible.
- 2 To provide the cross-company / corporate administrative function across all internal and external customer service groups.

General Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the company's financial regulations.
- 4 Be aware of and committed to the equal opportunities principles and practices of the company.
- 5 Employees are responsible for the implementation of the health and safety policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements to ensure these are implemented and developed as necessary.

Role Specific Responsibilities

- 6 Respond to all incoming enquiries appropriately (telephone, email, social media, chatbot and face to face), recognising vulnerability and inclusion needs to ensure the wellbeing of the customer and supporting operational colleagues appropriately where customer point of contact is in venue.
- 7 To use the appropriate software solutions to support all customer-facing administration processes (which include coached programmes, memberships, sports bookings, holiday camps and office services) reporting and follow-on email correspondence whilst identifying ways to reduce customer effort.
- 8 Provide support to the internal and external customer base accessing Sport Aberdeen services / systems to become digital by choice, recognising any vulnerability / inclusion needs to ensure level of support required is met.
- 9 To coordinate corporate/ statutory stakeholder processes such as FOI, access to information, elected member enquiries and customer feedback, ensuring accurate recording and adherence to company policies and timescales.

- 10 Provide corporate administration services to ensure effective and efficient operation of the customer service hub and support to colleagues across the company, prioritising demands accordingly and acting as triage for the office assistants where necessary.
- 11 Monitor, maintain and contribute to design of cross-company customer and corporate services information sites / dashboards and records management processes.
- 12 Proactively identify opportunities to improve the customer experience and collaborate within the team and across the company to implement these improvements.

Methods of Working Expectations

The post holder will be expected to:

- 13 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective teamwork with partners, stakeholders and colleagues.
- 14 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 15 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 16 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with company policies.
- 17 Undertake appropriate training associated with the duties of the post.

General Conditions

- 18 The full-time working week is 37 hours. A flexible approach to working is required and a time off in lieu [TOIL] system is in operation.

Your hours of work may be carried out in line with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and weekend work. The detail of the shift rota and your working pattern will be supplied to you by the manager of your establishment.

- 19 A car mileage user allowance is payable. If using your vehicle for work purposes, you must have insurance for business use.
- 20 The company operates a no-smoking policy.
- 21 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by	Tess Murphy – Corporate Support Manager	June 2024
Approved by	Nickie Scorgie - Head of Human Resources & Organisational Development	June 2024
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