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

* Candidate's suitability will be measured by assessment in the following ways:

A – Application: **I** – Interview: **R** – References: **X** - Interview Exercise[s]

		Essential	Desirable	Assessment
Experience				
1	Dealing with the public / customers in person, on the telephone and via social media channels	X		A I
2	Working with software packages	X		A I
3	Working in a customer service, call centre or office environment	X		A I
4	Working in an administrative role	X		A I
5	Working in an environment with exposure to multiple stakeholders with different inclusion needs	X		A I
Knowledge				
6	Administration procedures associated with e.g. booking systems, membership systems	X		A I
7	Understanding of customer service best practice and standards	X		A I
8	Understanding of improvement processes		X	A I
Skills and Abilities				
9	Excellent communication skills in all formats	X		I R
10	Excellent telephone manner, particularly in relation to handling enquiries from customers and the public	X		I R
11	Highly effective team worker	X		I R
12	Self-motivated	X		I R
13	IT confident across a range of packages including Microsoft	X		A I R
14	Good administration skills	X		I R
15	Well organised with good attention to detail	X		I R
16	Ability to multitask and prioritise work	X		I
Attributes				
17	Enthusiastic with a positive, can-do attitude	X		I R
18	Confident and proactive		X	I R
19	Adaptable	X		I R
20	Customer focused	X		I R

21	Ability to deal sensitively with demanding customers and/or customer enquiries / complaints [written or verbal] in a composed and professional way recognising any inclusion needs	X		I R
Qualifications and Training				
22	Nationally recognised qualification	X		A
23	European Computer Driving Licence [EDLC] or similar		X	A
24	Willingness to undertake training/accreditation required for job role	X		I
25	Ongoing CPD		X	A I
Other				
26	The job will involve evening and weekend working	X		I

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