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<b>Post Title</b>	<b>Coached Programmes Administrator</b>
<b>Division</b>	<b>Sport and Active Communities</b>
<b>Section</b>	<b>Coached Programmes</b>
<b>Location</b>	<b>HQ / Venue</b>

<b>Responsible to</b>	<b>Coached Programmes Administration Team Lead</b>
<b>Responsible for</b>	<b>Any immediate reports</b>

### Job Purpose

- 1 To provide high quality, timely and efficient administration, and customer support, for coached programme activity at venues across the city, seeking to provide a first-time resolution and to reduce customer effort wherever possible.

### General Responsibilities

- 2 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations.
- 3 Be aware of and committed to the equal opportunities' principles and practices of the company.
- 4 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

- 5 Answer and respond to enquiries for coached programmes, providing a high standard of customer care, recognising vulnerability and inclusion needs to ensure wellbeing of the customer.
- 6 Use the appropriate software solutions to support all coached programme administrative processes, reporting and follow-on actions, such as customer sign ups, waiting list management and class allocation.
- 7 Support payment collection processes including direct debit and top up systems, dealing with customer enquiries and utilising the appropriate software solution to track, record, resolve and refer to others as necessary.
- 8 Maintain awareness of the company's product offer and programmes and identify opportunities to cross or upsell products to customer contacts.
- 9 Support the coached programmes staffing administration processes including recording absences, training, Planday, communications and timesheet processes.
- 10 Provide system and programme support and training to cross departmental staff in areas such as On Course support, direct debits, debt management, specialist memberships and programmes etc.

- 11 Proactively identify opportunities to improve the customer experience and administrative processes, collaborating within the team and across the company to implement these improvements.
- 12 Provide administration and customer support services for school swimming, and other specialist programmes including timetabling, communications with schools, transport and venues, programme sign ups.
- 13 Support the Lead Coached Programme Coordinator and Coached Programme Coordinators with data collection and reporting, analysis of customer feedback and monitoring and maintaining records management processes.
- 14 Provide office services [e.g. stock control] to ensure effective and efficient operation of coached programmes activity and support to internal colleagues, acting as support for the coached programme co-ordinators where necessary.

### Methods of Working Expectations

The post holder will be expected to:

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

### General Conditions

- 20 The full-time working week is 37 hours. A flexible approach to working is required [time off in lieu [T.O.I.L.] 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 week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.

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

<b>Prepared/Updated by</b>	Dianne Breen – Programming & Membership Services Manager	June 2024
<b>Approved by</b>	Nickie Scorgie - Head of Human Resources & Organisational Development	June 2024
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