

<b>Post Details</b>	<b>Last Updated:</b> 08/08/2023	
<b>Job Title:</b>	Sales and Support Advisor	
<b>Job Family &amp; Job Level</b>	Professional Services	2
<b>Responsible to:</b>	Senior Customer Support Administrator	
<b>Responsible for:</b>	n/a	
<p><b><u>Job Purpose Statement</u></b></p> <p>This role will provide high-level support to new and current members and users of SSP, to ensure the smooth running and professionalism of services and programmes and deliver an exceptional customer service.</p> <p>The post holder actively contributes to the revenue generated within the SSP through the retention of current members.</p>		
<p><b><u>Problem Solving, Accountability and Dimensions of the role</u></b></p> <p>The post holder has specific responsibility for the provision of administrative services, within a clearly defined section of work. They will operate with minimum day-to-day supervision in the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a wide-range of administrative support activities. This will include successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions. To ensure the consistency and quality of the support delivered across SSP, the post holder operates within well-established documented processes, policies and procedures.</p> <p>Within the scope of the role the post holder will be presented with a variety of situations, administrative or guest focused in nature, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or troubleshooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer to their line Manager for guidance/advice. The post holder is expected to identify and suggest to their line manager any improvements or developments to current working practices which can be made and where appropriate to implement them into the service they provide.</p> <p>This post impacts upon the customer experience across SSP and will be expected to work of a number of IT, finance and leisure management systems and produce subsequent reports when required.. The post holder does not have any supervisory or budgetary responsibility.</p>		
<p><b><u>Background Information/Relationships</u></b></p> <p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.</p> <p>The post holder will work closely with all Sports Park staff and both internal and external guests.</p>		
<p>This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. Surrey Sports Park expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes</p>		

reflected in a revised job purpose.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

**Qualifications and Professional Memberships**

**Essential/  
Desirable**

GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience

E

Or

A number of years experience within a similar role

**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).

**Essential/  
Desirable**

**Level  
1-3**

Customer service experience

E

2

Experience of database management.

E

2

High level of accuracy and attention to detail, including database entry.

E

2

Good keyboard skills and working knowledge of Microsoft Office, email, Internet and database entry.

E

2

Experience in working in a membership environment

D

N/A

Experience of working in a sport, fitness or leisure setting.

D

n/a

**Special Requirements:**

**Essential/  
Desirable**

**Level  
1-3**

To work during unsocial hours, including early mornings, late evenings and at weekends on occasion as required.

E

n/a

Disclosure and Barring Service Clearance

E

n/a

**Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level  
1-3**

Communication

2

Adaptability / Flexibility

1

Customer/Client service and support

2

Planning and Organising

1

Teamwork

1

Continuous Improvement

1

Problem Solving and Decision Making Skills

2

Leadership / Management

1

Creative and Analytical Thinking

n/a

Influencing, Persuasion and Negotiation Skills

n/a

Strategic Thinking

n/a

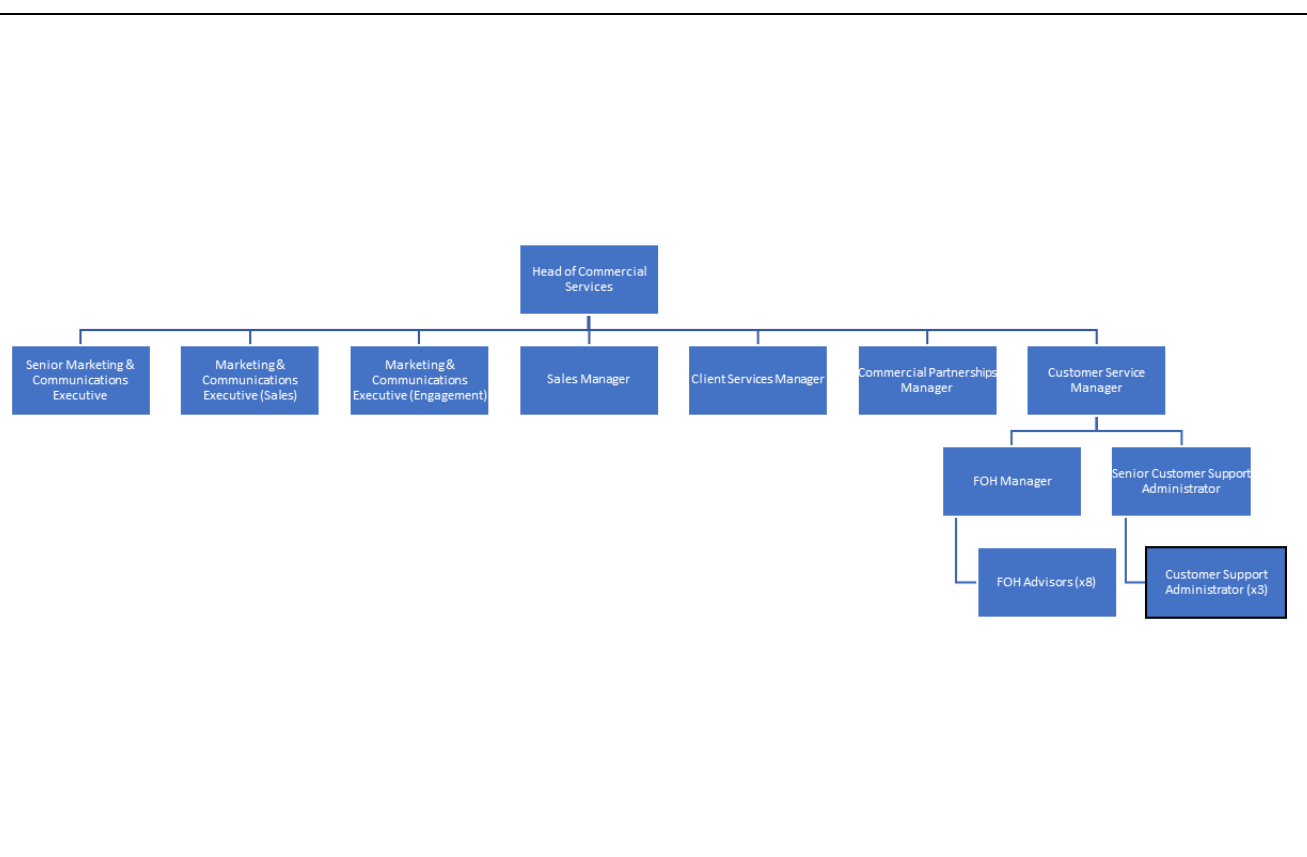
**Organisational Information**

**All staff are expected to:**

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



**Key Responsibilities**

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Provide high quality customer service to SSP users, responding to enquiries in a professional and timely manner and passing onto relevant colleagues if necessary.
2. Provide administrative support for the Customer Service Team (e.g. reporting, client invoicing, auditing of memberships, etc.)
3. First point of contact for membership enquiries through the management of the memberships email address; including the processing of member cancellations, freezing, etc.
4. First point of contact for programme bookings, supporting and onboarding customers post sale through to delivery of programmes.
5. Proactive communication with members in order to retain their membership.
6. Work with the Senior Customer Support Administrator to report on and provide insights into enquiries and

feedback regarding programmes and services across SSP.

**N.B. The above list is not exhaustive.**