

University of Surrey

Post Details	Last Updated: 27/11/24	
Job Title:	Senior Client Services Co-Ordinator	
Job Family & Job Level	Professional Services	Level 3
Responsible to:	Systems and Bookings Manager	
Responsible for:	N/A	
<b><u>Job Purpose</u></b>		
<p>The Client Services Team manages all facility and activity bookings within Surrey Sports Park. The key areas of focus are student and community sport activity, member programmes, elite teams and athletes.</p> <p>Reporting to the Systems and Bookings Manager and working within a small team, the role is responsible for the administration and invoicing of commercial bookings for a range of external clients and partners in addition to supporting internal business areas. The post holder would have managerial responsibility for the Client Services Co-ordinators. The post holder will provide a process driven approach, deliver excellent customer service and develop relationships with clients and partners to enhance the reputation of Surrey Sports Park</p>		
<b><u>Problem Solving, Accountability and Dimensions of the role</u></b>		
<p>The post holder is not closely supervised however, they are expected to report to the Systems and Bookings Manager at regular intervals to provide feedback on their progress against clearly defined objectives and KPIs. The post holder has the latitude within their daily work routine to organise and prioritise their own work and those of their team, to ensure that key deadlines and objectives are met.</p> <p>The post holder will successfully manage any conflicting demands, possessing an awareness of the options available and being able to make effective and appropriate decisions. The post holder is expected to apply their technical and working knowledge in order to develop the portfolio of clients and events at Surrey Sports Park. The post holder is key to how the business operates.</p> <p>The post holder is expected to provide advice and solutions to routine day-to-day problems and to escalate issues to the Client Services Manager, where questions or issues arise, which fall outside of the remit of their role. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through making reference to departmental policies and procedures.</p> <p>It is also vital that the post holder ensures their knowledge is up to date with internal changes and events so they can ensure visitors/clients to the SSP are given the correct information. Given the nature of this work the post-holder will need to demonstrate confidence when dealing with potentially difficult guest or partner situations.</p>		
<b><u>Background Information/Relationships</u></b>		
<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 SSP 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. SSP 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 reflected in a revised job purpose.</p>		

**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.

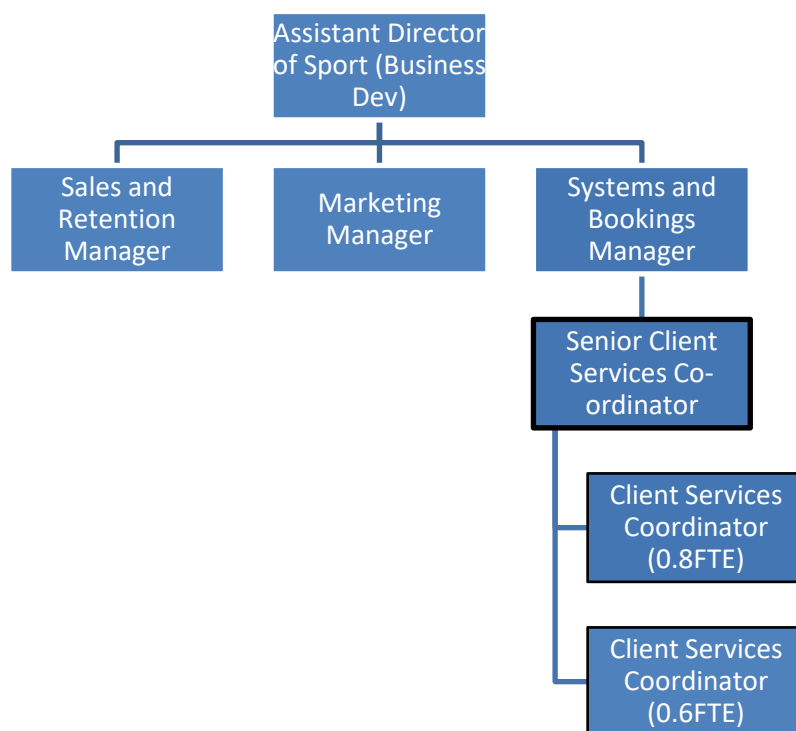
Qualifications and Professional Memberships		Essential/ Desirable
Vocational qualifications plus several years relevant work experience.  Or:  Learning gained through work experience of a number of years. Will include short courses and other formal training.		E
First Aid Certificate, or willingness to complete the training		D
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).	Essential/ Desirable	Level 1-3
• Relevant client servicing or account management experience	E	2
• Experience in managing a team	E	2
• An understanding of business development and relationship management	E	2
• IT literate with an understanding of leisure services software	E	2
• Able to communicate at all levels within an organization	D	n/a
• Interest in sport and leisure	D	n/a
Special Requirements:	Essential/ Desirable	Level 1-3
Disclosure and Barring Service Clearance	D	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		3
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Teamwork		1
Problem Solving and Decision Making Skills		1
Leadership / Management		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking		1
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 the 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. Managing and processing a significant amount of in-bound (web, email, telephone and personal) booking and service requirements from a range of clients and facilities
2. Maintain an efficient and organized process for the invoicing of commercial bookings, working alongside finance if they require assistance communicating with clients.
3. Manage and develop key client relationships. Provide expert service in sales and account management for partners, high-profile clients and internal business area to deliver a complex range of commercial activity
4. Manage to a high level the Client Services Co-ordinators helping to resolve issues and achieve the KPI's and Objectives of the department
5. Identify new client opportunities and areas of the business to target for growth. The post holder will be able to successfully highlight and cross sell a range of SSP services to clients
6. Use creative and analytical thinking to generate revenue and set targets in order to support the Systems and Bookings Manager in achieving the business unit's strategy.
7. Liaise closely with the internal colleagues to provide consistent and clear communication of business activities, ensuring accuracy to support the operations team and relevant staff to fully service and deliver client requirements,
8. The post holder will be expected to, deputize for their line manager on occasions and continue to assess and provide their line management with suggestions to improve how the department provides relevant and accurate information and complete projects accordingly. The post holder will represent SSP and UOS as appropriate

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

