

<b>Post Details</b>	<b>Last Updated:</b> 06/09/2021	
<b>Job Title:</b>	Client Services Coordinator	
<b>Job Family &amp; Job Level</b>	Professional Services	Level 2
<b>Responsible to:</b>	Client Services Manager	
<b>Responsible for:</b>	N/A	
<p><b><u>Job Purpose</u></b></p> <p>The Client Services Team manages all facility, activity and events bookings within Surrey Sports Park. The key areas of focus are student and community sport activity, member programmes, elite teams and athletes and major events.</p> <p>Reporting to the Client Services Manager and working within a small team, the role provides a service to all internal business areas and account management to a range of external clients.</p>		
<p><b><u>Problem Solving, Accountability and Dimensions of the role</u></b></p> <p>The post holder is not closely supervised however, they are expected to report to the Client Services 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 facility. 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. The post holder is expected to use initiative and judgement to address and resolve more complicated problems and issues, referring only the most complex, or those outside of the remit of their role to the Client Services Manager for guidance/resolution. Given the nature of this work the post-holder will need to demonstrate confidence when dealing with potentially difficult guest or partner situations.</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 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.

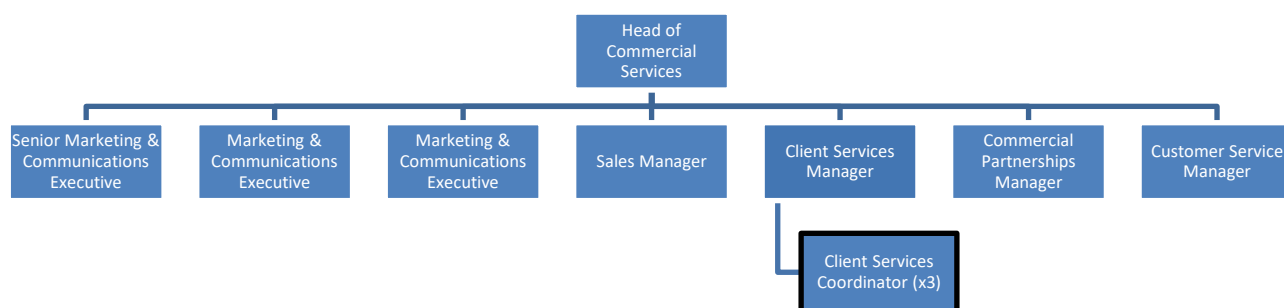
<b>Qualifications and Professional Memberships</b>		<b>Essential/ Desirable</b>
Vocational qualifications plus several years relevant work experience.  Or:  Learning gained through work experience of a number of years. Will include short courses and other formal training.		E
First Aid Certificate, or willingness to complete the training		D
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
• Relevant client servicing or account management experience	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
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Disclosure and Barring Service Clearance	D	n/a
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Teamwork		1
Problem Solving and Decision Making Skills		1
Leadership / Management		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking		n/a
<b>Organisational Information</b>		

**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. Working closely with all relevant internal business areas to book, coordinate and manage the facility space and inventory required to deliver a complex range of activity
3. Manage and develop key client relationships
4. Provide management information on the bookings and range of activity
5. Identify new client opportunities
6. Ability to generate revenue and to focus on targets and highlight and cross sell a range of SSP services to clients
7. Liaise closely with the operations team and relevant staff to fully service and deliver client requirements which will, at times, include producing briefing notes
8. The post holder will be expected to, on an ongoing basis, continue to assess and provide their line management with suggestions to improve how the department provides relevant and accurate information and complete projects accordingly. Represent SSP and UOS as appropriate

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