

## Job Title: Membership Services Assistant Lead

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**Department:** Infrastructure and Environment

**Section:** Sport Directorate

**Reports to:** Membership Services Lead

**JE Ref:** IE1150

**Grade: CS 8**

**JE Date: 15.02.2024**

### Job purpose

Manage the people resources of the Membership Services Team, supporting the Membership Services Lead, by planning ahead the daily operational requirements, monitoring the wellbeing and performance of colleagues whilst proactively promoting and effectively advising and encouraging customers to develop healthy lifestyle changes to complement the Inspiring Active Vision and Mission. Manage the Membership Services team to deliver the highest levels of customer service ensuring that all customer interactions and sales admin are dealt with in line with policies and procedures. Acting as an expert in all membership products and services and a point of referral to respond to less routine queries from customers.

### Job specific outcomes

Provide first line management of allocated people resources within the Membership Services Team. Manage staff rosters for all people resources for normal working duties in the most effective way possible to meet the needs of the business ensuring absence levels are monitored and recorded in the appropriate systems and that resources are utilised as efficiently as possible.

Monitor the performance and wellbeing of all people resources on shift to ensure consistently high-quality customer care and standards at all times, in line with standards and the teams KPIs, Motivating the team in line with Team Jersey Values. Proactively addressing any concerns or performance issues should they arise through set procedures (e.g. Connect Performance, Performance Improvement Plans, Probation), ensure any identified training needs are responded to promptly. Support the Membership Services Lead in recruitment of staff, by carrying out interviews and delivering training as required.

support the implementation of excellent customer service standards aligned to those set by Customer and Local Services. Role modelling and encouraging great customer service with each interaction, thinking ahead for customers to pre-empt their needs where possible and dealing with queries and complaints effectively. Ensure all customer feedback is captured and reported in the appropriate systems, and responded to, in line with the Customer Strategy. Liaise with operational teams to deliver improvements and promotional teams to inform communications.

Act as a point of escalation and support Membership Service team in dealing with a range of queries ensuring efficient customer service at all times. Maintaining an expert understanding of the products and services on offer as well as any available packages and associated processes.

Ensuring relevant policies, terms and conditions relating to membership services are clearly communicated for compliance and quality assurance.

Undertake their own workload of duties as a working member of the Membership Services team. Selling a range of membership products and services. Ensuring details are appropriately checked and accurately recorded onto the relevant systems and comply with policy requirements, including bank details and relevant medical facts.

Support the management of the Membership Services processes end to end. Identify and propose improvements to procedures to assist the Membership Services Lead and Business Development Manager in modernising services in line with industry best practice and to optimise customer experience. Support the development of process guide documents and the delivery of training to the Membership Services team, as well as the operational teams so all understand the products available and associated processes and are equipped to deliver a quality service to the customer. Preparing copy for Digital and Business as Usual communications where required.

Support the Membership Services Lead in monitoring membership statistics to inform product development and promotions plans. Assist when required to create monthly statements of the income generated by membership fees for the Treasury and Exchequer, in accordance with financial directives. Investigating and resolving any issues or discrepancies. Ensuring Membership Service Officers comply with the relevant Financial Codes of Direction and those prescribed fees are received in accordance with policy.

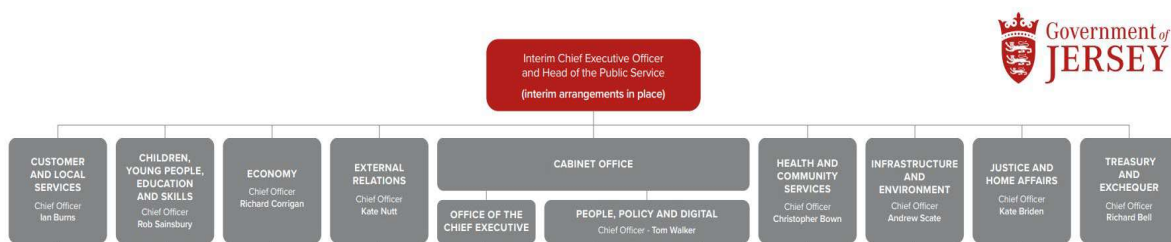
Work with operational leads to ensure all Health and Safety policies, procedures and Service Level Agreements are adhered to by the membership services team. Ensure safeguarding concerns particularly for children and vulnerable adults service users are reported in line with policies.

Assist with collation of sales or other relevant data as required for basic management information reports to enable the analysis of trends, service requirements, income generation and forecasts by the Management team.

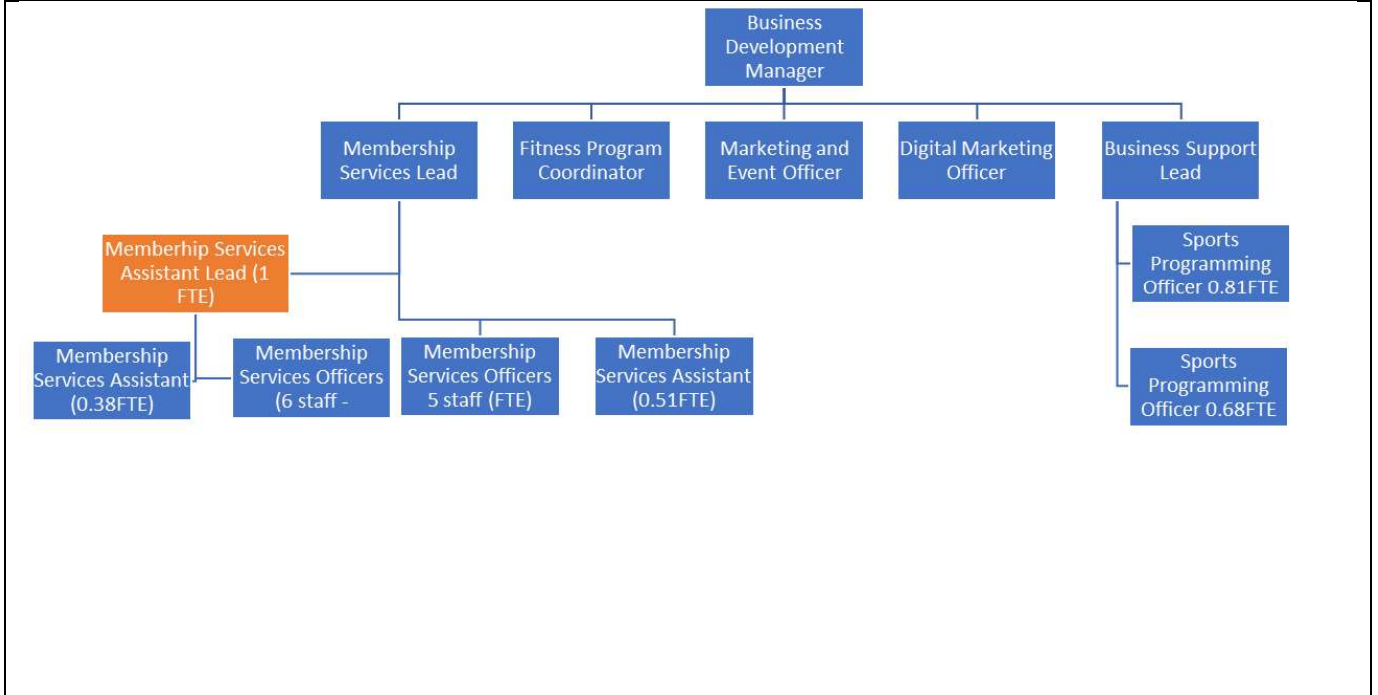
### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



## Organisation chart



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Hold a Level 3 qualification - Chartered Management Institute qualification or above, or equivalent.</p>	
<p><b>Knowledge</b></p> <p><i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>The ability to acquire, assimilate and gain an expert working knowledge of the membership products and services.</p> <p>Knowledge of local H&amp;S Legislation relevant to managing a team</p> <p>The ability to acquire good knowledge of routine work procedures.</p> <p>Knowledge of how to motivate and lead a team to achieve effective results.</p> <p>An acceptable level of the English language.</p>	<p>Knowledge of financial directives relevant to the role</p>
<p><b>Technical / Work-based Skills</b></p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>A methodical approach, with the ability to work to a high level of accuracy and attention to detail.</p>	

<p><b>General Skills/Attributes</b></p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Strong communication skills and the ability to motivate and train teams to deliver quality customer care and service.</p> <p>Excellent team player, observant and diligent</p> <p>Strong organisational, numeracy, verbal, written, and customer service skills.</p> <p>Self-motivated with the ability to work unsupervised and under pressure.</p>	
<p><b>Experience</b></p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>At least 3 years' experience in a similar environment or practical experience in customer service and sales.</p> <p>1 years' supervising a team.</p>	<p>Experience supporting the interview processes for recruitment and selection</p>

## Personal Attributes

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.