

## Business Support Lead

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**Department:** Infrastructure, Housing and Environment

**Division:** Sport

**Reports to:** Business Development Manager

**JE Ref:** IHE1079

**Grade:** Civil Service 9

**JE Date:** 28/3/2022

### Job purpose

Responsible for managing the administration of the Booking and Membership System in relation to all products and Sports programming across Sports Facilities. Leading the team of Sports Programming Officers to ensure the highest levels of customer service are provided at all times with internal customers and regular hirers, ensuring that booking requests are dealt with in a timely and efficient manner and facilities are set up as required. Responsible for analysing gaps and more efficient ways of programming to maximise the use of the Government's Sports facilities.

### Job specific outcomes

Lead the team responsible for the administration of bookings, ensuring that telephones and the online Booking System are attended to meet daily business needs. Ensuring accuracy and policy compliance. Assess and reallocate the work of Sports Programming Officers to ensure the most effective use of resources and efficient provision of services.

Monitor the performance and wellbeing of the bookings team motivating the team in line with Team Jersey Values. Proactively addressing any concerns or performance issues should they arise through set procedures (e.g. My Conversation, My Goals, Performance Improvement Plans, Probation). Working with the Business Development Manager to ensure any identified training needs are responded to promptly. Supporting the recruitment of staff, carrying out interviews and training as required.

Undertake their own workload of duties alongside the Sports Programming Officers. Processing sports block bookings and facility hire arrangements across all sites, processing payments and authorising customer credits and refunds. Checking relevant documentation, creating, updating and maintaining booking records and issuing agreements. Ensuring Duty teams maintain a good awareness of any new bookings as well as the requirements for ongoing bookings, to enable facilities to be set up according to customer requirements.

Lead on 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. Working with teams to adapt and continuously improve working practices in response to customer feedback.

Responsible for managing the Booking System processes end to end, including the recovery of debt. Ensuring processes are in place to protect the Sport Division in line with Terms and Conditions, and in particular Safeguarding. Preparing training guides and delivering training to new staff across Sport

Division in the use of the Bookings system, in line with their roles and responsibilities. Identify and propose improvements to the Booking Office's practices and procedures to assist the Business Development Manager in modernising services in line with industry best practice and to optimise customer experience.

Working with the Business Development Manager, manage and oversee the development of the Bookings and Membership System. Be the system expert, defining reporting enhancements to the Modernisation and Digital Team and/or system developers as part of ongoing system development. Conduct user acceptance testing and approve any updates. Ensure system accuracy, overseeing pricing and product changes and system functionality is maximised to the benefit of the Sport division. Implement changes to procedures and processes and administer training as necessary.

Conduct periodic audits of the Booking System, producing analytics and reports from EyeQ for capacity utilisation and to ensure accuracy and integrity of the data. Monitor customer usage patterns and future facility / studio availability to inform service developments and forecasts for bookings revenue. Analyse gaps and more efficient ways of programming to maximise the use of the Government's Sports facilities. Making recommendations to the Business Development Manager and liaising with Jersey Sport to inform program opportunities, developments or promotional plans with the Marketing and events Officer.

Create monthly statements of the income generated by block bookings for the Treasury and Exchequer, in accordance with financial directives. Investigating and resolving any issues or discrepancies. Ensuring Sports Programming Officers comply with the relevant Financial Directions and that prescribed fees are received in accordance with policy.

Support Sports Programming Officers in dealing with a range of booking queries ensuring efficient customer service. Maintaining an expert understanding of Booking System, the types of studios / facilities available for block bookings, their locations and layouts, as well as any available packages. Ensuring relevant policies and procedures relating to the studios / facilities are clearly communicated to customers for compliance and quality assurance. Raising any contentious issues to the Business Development Manager.

Support the Business Development Manager in collating any necessary booking information for Subject Access Requests (SAR) and Freedom of Information Requests (FOI) as necessary.

### **Statutory responsibilities**

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

### **Services**

Block Booking System Maintenance, Development and Customer Service

### **Organisational structure**

TBC

## **Person Specification**

**Specific to the role**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Degree level education and/or hold a Management qualification (CMI Level 3 or above)	
<b>Knowledge</b>	<p>The ability to acquire, assimilate and gain an expert working knowledge of the bespoke booking system.</p> <p>Advanced information management reporting.</p> <p>Knowledge of financial directives</p> <p>Knowledge of how to motivate and lead a team to achieve effective results.</p> <p>Acceptable Level of the English Language</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Sports priorities, key objectives, risks and issues relevant to the department division and the role</p> <p>Knowledge of local H&amp;S Legislation relevant to the facilities.</p>
<b>Technical / Work-based Skills</b>	<p>Strong computer literacy with ability to operate the Microsoft Office package.</p> <p>Strong understanding of Bookings and membership system.</p> <p>A methodical approach, with the ability to work to a high level of accuracy and attention to detail to minimise the risk of errors in the booking system</p>	Driving licence (Group B)
<b>General Skills/Attributes</b>	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Innovative approaches to service delivery</p> <p>Strong relationship building skills and confident dealing with external and internal stakeholders at all levels.</p> <p>Strong finance management skills and Ability to present complex technical information effectively, both verbally and in writing</p> <p>Ability to train others to facilitate the achievement of high standards.</p>	

<b>Experience</b>	<p>At least 3 years' experience in a similar environment or practical experience in service training / relevant with bespoke systems and financial management.</p> <p>2 years' supervising a team.</p> <p>Recruitment and Selection</p>	<p>Experience is drafting processes and informing process development.</p> <p>Ability to understand and apply safeguarding awareness / protocols</p>
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**Core Accountabilities, Attributes and Behaviour Indicators**

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

**Organisation chart**

**One Government Departments**

