



CUSTOMER CARE ADVISOR

Pay Band D / SCP 14-17

£16,638 - £17,722 (pro rata)

1 x 20 Hours Permanent

1 x 18 Hours Permanent

Job reference: V35

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Dear Applicant

Post of Customer Care Advisor x 2

Thank you for your enquiry about the post at Volair Ltd.

Please find enclosed further details about the post and an application form for you to complete and return by Friday 15th September 2017.

Interviews are likely to take place within four weeks of the closing date. If you have not heard by then you should assume that your application has been unsuccessful. If you would like receipt of your application to be acknowledged, please enclose a stamped addressed envelope with your completed form.

Volair Ltd places great importance on maintaining high levels of attendance at work and all Directorates operate under well-established guidelines to monitor and control absence. If you are successful at interview, Volair Ltd will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact me as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

You should email your application to: hr@volair.org.uk

I look forward to receiving your application and thank you for your interest in this post.

Yours faithfully

Clare Kerr

Clare Kerr
HR, Pensions and Payroll Administrative Officer

Our shared vision - to make Knowsley: ***The Borough of Choice***

"We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community."



CORE VALUES:

| Act with integrity | Being accountable | Openness and transparency | Respect for people |
|---|---|--|--|
| <ul style="list-style-type: none"> ▪ Demonstrates honesty, reliability and trustworthiness ▪ Does the 'right' thing ▪ Demonstrates consistency ▪ Acts according to a consistent set of morals, values and principles at all times | <ul style="list-style-type: none"> ▪ Acknowledges and assumes responsibility for actions and decisions ▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others | <ul style="list-style-type: none"> ▪ Makes decisions in an open and transparent manner ▪ Shares information whenever possible ▪ Explains when information can't be shared ▪ Is open to new ideas and new ways of working | <ul style="list-style-type: none"> ▪ Champions equality and diversity with all people at all levels ▪ Treats people in the way they would like to be treated ▪ Values people and their contributions ▪ Shows consideration for others through thought and action |





Conditions of Service

| | |
|---------------------------|---|
| Post | Customer Care Advisor x 2 |
| Employment status | 1 x 20 hours per week - Permanent 1 x 18 hours per week - Permanent |
| Grade | Pay Band D / SCP 14-17 |
| General | The conditions in the National Joint Council for Local Authority Services (Green Book) will apply. |
| Salary | £16,638.00 to £17,722.00 (pro-rata for part time) |
| Basic annual leave | 158.40 hours per annum (pro rata for part time staff) |
| Medical | The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination. |
| Training | Volair Ltd encourages training and development for all employees. |
| Pension | You can request to join the pension NEST scheme. |
| Childcare vouchers | Volair Ltd is in partnership with a childcare voucher provider which offers employees a salary sacrifice scheme. Further details are available from Human Resources Division. |
| Car status | Not applicable |



| Job description | |
|------------------------|---|
| Job title | Customer Care Advisors |
| Grade | Band D (Inclusive of all weekend, out of hours, evening and Bank Holiday working) |
| Directorate | Volair Ltd |
| Section/team | Leisure and Culture Operations |
| Accountable to | Principal Leisure Manager / Senior Duty Manager/ Duty Manager |
| Responsible for | Customer service areas in all Active Leisure facilities |
| Date reviewed | June 2016 |

Purpose of the job

1. The effective management of the customer service areas as set out in the main duties and responsibilities
2. To increase net member movement through supporting sales and retention strategies
3. Provide information and guidance to prospective members regarding Centre facilities, programmes, membership terms and payment options.
4. To support the delivery of all commercial KPI's and makes a valuable contribution to the Volair Scorecard, maintaining up to date knowledge of key strategies set by the Volair Management Team

Duties and responsibilities

1. To assist the Centre to meet its performance targets/outcomes with a key focus on customer service
2. To act in a manner that is credible, professional and promotes Volair Ltd in a positive manner, adhering to its policies and culture
3. To ensure the satisfaction of customers at all times
4. To maintain a high standard of dress and hygiene with supplied corporate uniform worn as it should be with name badge worn at all times.
5. Take ownership about the overall standards and appearance of your centre at all times.



6. To ensure that service areas complies with agreed Volair Ltd standards at all times
7. Maintain a complete up to date knowledge of new products, centre activities and facilities, providing detailed knowledge to users and prospective customers
8. Support the implementation of promotions, initiatives and strategies, ensuring that all promotional material is up to date
9. Use the computerised booking system to record member and user details, process admissions and bookings and issue receipts in accordance with Audit guidelines
10. Assist with enquiries about the Volair Ltd Service providing accurate information about products, activities and services
11. Deal positively with customer complaints and comments and ensure accurate logs of customer comments/complaints/compliments are maintained
12. Ensure all service area policies and procedures are accurately followed, including lost property, stock control, equipment hire, membership applications and banking procedures
13. Attend meeting and training sessions as appropriate and meet continual professional development targets set in line with industry best practice.
14. Assist in the completion of customer surveys both user and non user.
15. Undertake tours of the facility with prospective new customers / members, highlighting the benefits the membership schemes
16. Complete enquiry cards for prospective customers / members
17. Undertake contact calls as required to assist with the customer retention strategy
18. Deliver, monitor and evaluate membership sales processes, developing best practice systems for generating leads, handling sales enquiries, visits and tours, ensuring the positive promotion of the Volair membership schemes
19. To liaise with all strategic partners as required that are beneficial to current development initiatives
20. Attend outreach events as and when necessary, promoting facilities & all membership schemes



21. Undertake routine competitor reviews in line with the competitor assessment schedule, reporting findings to the Team Manager
22. Contact members via telephone at routine, defined stages to ensure their needs are being met and to answer any member queries
23. To actively engage in forward planning with a key focus on planning and delivering the sales process and customer support procedures
24. Assist the Customer Care Team Leader in the production and interpretation of reports.

Other

1. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the department.
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work embracing Volair's commitment to Equality and Diversity.
4. To ensure that regular ongoing training is undertaken to meet with industry best practice guidelines.

Health and Safety

- To ensure compliance with all relevant Health & Safety regulations and policies
- Manage Health & Safety in relation to all Volair Standards
- Ensure that all reception equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.



| Person specification | | | |
|--|--|---------------------|----------------|
| Post title | Customer Care Advisor | Grade | Pay Band D |
| Directorate | Volair Ltd | Section/team | Customer Care |
| Criteria | Essential requirements | | * M.O.A |
| Skills, knowledge, experience etc | | | |
| 1 | Good level of IT /computer skills/experience, with a knowledge of Microsoft office word and excel | | A/I |
| 2 | Understand and have experience of administration processes | | A/I |
| 3 | Knowledge of excellent customer care practices and have an ability to build relationships with customers | | A/I |
| 4 | Experience of dealing with people and demonstrate good communication skills | | A/I |
| 5 | Ability to use own initiative | | A/I |
| 6 | Ability to work unsupervised | | A/I |
| 7 | Ability to communicate effectively and work well in a team | | A/I |
| 8 | Understanding of till operations. | | A/I |
| 9 | Willingness to work flexible hours as directed | | A/I |
| 10 | Ability to work in a busy environment | | A/I |
| 11 | Ability to use sensitivity when dealing with equality and diversity issues | | A/I |
| 12 | A commitment to personal training and development | | A/I |
| 13 | Good level of IT /computer skills/experience, with a knowledge of Microsoft office word and excel | | A/I |
| 14 | Understand and have experience of administration processes | | A/I |
| Qualifications | | | |
| 15 | Possess or be working towards a Customer Care qualification | | A/I |
| 16 | Possess or be working towards obtaining a DDA and/or relevant Equality & Diversity qualification | | A/I |
| Health and safety | | | |
| 17 | Ability to use equipment as instructed and trained | | A/I |



| | | |
|--|---|-----|
| 18 | Ability to inform management of any health and safety issues which could place individuals in danger | A/I |
| Personal attributes and circumstances | | |
| 19 | Keep up to date with Corporate and Departmental information to enable promotion of products and activities | A/I |
| 20 | Assist customers with best value | |
| 21 | Ability to stay calm whilst working under pressure | A/I |
| 22 | There may be a requirement to work unusual hours and also may be required at any of the Volair Facilities at short notice | A/I |
| 23 | Ability to support sales and retention strategies as introduced by the Senior Management Team | A/I |

***Method of assessment (*M.O.A)**

A = Application form

C = Certificate

E = Exercise

I = Interview

P = Presentation

T = Test

AC = Assessment centre

| Date | Approved by authorised manager | Designation |
|------------|--------------------------------|------------------------------|
| 17/06/2016 | Rose Brown | Business Performance Manager |

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**