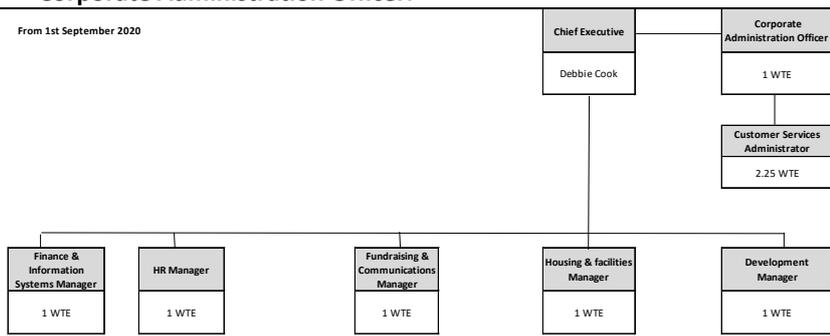


Job Title	Customer Services Administrator
Location	This role will initially be based at our Peaks Lane hostel and will transfer to our Freeman Street Centre in 2021.
Job Purpose Statement	<p>This role, reporting to the Corporate Administration Officer, will provide professional administration within the Association and day to day support to our visitors, residents and staff.</p> <p>Key elements to the role include -</p> <ul style="list-style-type: none"> • Being a first point of contact for all visitors, residents, and staff as they enter or call the centre and providing a welcoming professional service. • Taking cash payments through the EPOS system. • Providing a professional administration service for the Association. • Room bookings – ensuring meeting rooms are equipped in accordance with the booking requirements. • Managing Accommodation related reports and processes on databases and the Harmonia system • Carrying out adjustments and changes to the Harmonia database which are unable to be carried out by the Coaching teams. • Support internal audit and projects as directed by the Corporate Administration Officer. • Provide administration support to the Chief Executive in the absence of the Corporate Administration Officer.
Structure	<p>From 1st September 2020</p>  <pre> graph TD CEO[Chief Executive Debbie Cook] --- CAO[Corporate Administration Officer 1 WTE] CAO --- CSA[Customer Services Administrator 2.25 WTE] CSA --- FIS[Finance & Information Systems Manager 1 WTE] CSA --- HRM[HR Manager 1 WTE] CSA --- FCM[Fundraising & Communications Manager 1 WTE] CSA --- HFM[Housing & facilities Manager 1 WTE] CSA --- DM[Development Manager 1 WTE] </pre>
Internal Relationships	<p>This role requires relationships across the Association with key areas being –</p> <ul style="list-style-type: none"> - Residents - All staff
External Relationships	<p>This role is often the first point of contact with people who contact the Association, including –</p> <ul style="list-style-type: none"> - All visitors - Sports Hall users <p>Most of the communication is done via email, telephone or when visitors attend our site.</p>
Accountabilities	Communications and Relationships
	Under the guidance of the Corporate Administration Officer and in adherence with YMCA Humber policies and procedures:

	<ul style="list-style-type: none"> - Provide excellent Customer service to all visitors who come to site making them feel welcomed and ensuring they are aware of our visitor’s requirements - Ensure an effective telephone service including answering queries, transferring calls, passing on accurate messages and logging all calls. - Ensure all communications, both verbal and written are carried out with professionalism, diplomacy and tact whilst ensuring confidentiality is always maintained. - Support the Association’s administrative processes including preparation of professional correspondence, mail management, stationery and supplies ordering etc. - Ensure efficient management of the sports hall booking system. - Prepare appropriate reports for the accommodation team including meal booking sheets, reception till reports, Daily client lists, occupancy sheets, welfare check lists?
	<p>Financial</p>
	<ul style="list-style-type: none"> -Use EPOS systems to take cash payments from residents for items such as meals, electricity payments, rent etc. as required. -Ensure that YMCA financial policies and procedures are always followed.
	<p>Information systems</p>
	<ul style="list-style-type: none"> -Use internal YMCA Humber IT systems to support day to day delivery of the role. -Ensure accurate recording on Harmonia including – <ul style="list-style-type: none"> - Creating locations - Adjusting accounts - Changing room types -Ensure EPOS system is accurate and adjusting errors. -Input into the work order systems to notify the property services team of building defects/repairs identified by you or residents.
	<p>HR and Training</p>
	<ul style="list-style-type: none"> -Attend regular 1;1’s, team meetings, reflective practice sessions and supervision with your line manager as required. - Create and update user guides for Harmonia and train new staff in the system. -Undertake training to carry out role and enhance skills required to develop within role. -Take an active lead in personal development activities to enhance personal performance. - Carry out appropriate training for all support staff on the Harmonia system.
	<p>Policies and strategies</p>
	<ul style="list-style-type: none"> -Ensure your working practice comply with all YMCA policies and procedures. -Provide feedback and input into YMCA Humber policies as requested by line manager.
	<p>Planning and Organisation</p>
	<ul style="list-style-type: none"> -This role requires the post holder to effectively manage their own workload on a day to day basis. The role will require the post holder to be able to priories immediate priorities based on the activities, visitors or calls happening at any one time.

Freedom to act and decision making and analytical skills	<ul style="list-style-type: none"> -The CSA will work under the guidance of the Corporate Administration Officer. Although the postholder may be working hours outside normal office hours there is always an immediate escalation to the on-call manager who will provide advice or instruction for any required decisions. -The role will work within the Association’s procedures and there will be limited requirement to work outside of these requirements. - Judgements involving straightforward job-related facts or situations -Deal confidently with day-to-day problems without referring to others.
Safeguarding and confidentiality	<ul style="list-style-type: none"> -Ensure all client information remains confidential and is processed in accordance with the General Data Protection Regulations 2018 when obtaining, transmitting and recording information verbally, in writing and electronically.
Emotional effort	<p>This role may be the first point of contact for the residents who often have varied and complex needs. The post holder has no requirement to deal with issues but may need to locate a suitable member of staff to deal with any immediate issues.</p>
Other requirements	<ul style="list-style-type: none"> -To undertake relevant training and development opportunities as identified and agreed. Undertake any other duties as may from time to time be required which are commensurate with the post. -Conduct yourself in line with the general standards of conduct and behaviour which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers. -A willingness to work to a variety of shifts including weekends where necessary. -Commitment to the YMCA Humber vision, values and Christian ethos

Experience and Qualifications required for the role

<u>Minimum Qualifications</u>	<u>Experience</u>
Excellent IT competency. L2 in Business Administration or the ability to achieve this would be desirable.	Experience in an administrative role with a variety of conflicting priorities.