Membership Administrator

YORK SPORT

Closing date: 11 November 2019
Start date: 2nd December 2019
**Directors Introduction**

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

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**York Sport**

York Sport is a York conferences Limited (YCL) department and is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’

In recent Years University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £13m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, athletics stadium, velodrome, and closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility and service delivery.

We continue to work alongside many of our partners as we seek to maximise opportunities and deliver high quality service, through our high quality team in our expanding high quality environment.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £16,321.00 per annum
Grade: A3
Hours of work: 37
Contract type: Open
Reporting to: Sales and Membership Manager
Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role
- To contribute to the general success of York Sport through the provision of effective and efficient administration from memberships and sales related business.
- The Membership administrator will have responsibility for ensuring highest standards of administrative accuracy and customer service

Key responsibilities and duties:
- To process all membership related information in line with procedures.
- To liaising with customers, colleagues and banks as directed by the Sales and Membership Manager.
- Providing direct administrative support to the Sales and membership manager.
- To assist with the processing of all York Sport memberships and to assist with processing requirements including the administering of membership cards.
- To assist customers by resolving problems relating to all membership sales, queries and complaints relating to membership status.
- To providing system generated membership and financial reports.
- To liaise with banks and members regarding establishing direct debits and liaising with operations staff to update leisure management software.
- To provide effective communication of all membership related matters to colleagues and customers.
- To support the public relations providing professional and high levels of customer service to students, staff and external customers.
- Dealing with telephone / face to face enquiries and liaising with customers as required.
- Receiving and processing payments from internal and external customers.
- To support membership promotion and events as required in order to meet established targets.
- Any additional clerical / administrative duties that may be required, commensurate with the level of responsibility

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
## PERSON SPECIFICATION

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<th>ESSENTIAL</th>
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<tr>
<td><strong>QUALIFICATIONS</strong></td>
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<tr>
<td>• Good level of general education to GCSE level or equivalent at grade C and above (including Maths and English)</td>
<td>• Typing / word processing qualifications</td>
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<td><strong>KNOWLEDGE</strong></td>
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<td>• Knowledge of office / administrative procedures / filing systems</td>
<td>• Basic office health and safety procedures</td>
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<td>• Knowledge of the leisure industry and associated memberships</td>
<td>• Knowledge of leisure software packaged i.e. XN Leisure, Gladstone</td>
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<td><strong>SKILLS/ABILITIES/COMPETENCIES</strong></td>
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<tr>
<td>• Computer literacy / IT skills in software applications including word processing, spreadsheets, data bases, email</td>
<td>• Ability to use own initiative to solve less routine queries</td>
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<td>• Excellent written and oral communication skills</td>
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<td>• Excellent customer care skills</td>
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<td>• High level of accuracy and attention to detail in the preparation and presentation of work</td>
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<tr>
<td><strong>EXPERIENCE</strong></td>
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<td>• Relevant office experience</td>
<td>• Experience of working within a sports / leisure centre environment</td>
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<td>• Experience of working within a customer focussed environment / sports / leisure centre</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Excellent interpersonal skills</td>
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<td>• Ability to work independently and as part of a team</td>
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<td>• Highly motivated with an enthusiastic, positive, ‘can do’ attitude</td>
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<td>• An interest in sport and fitness</td>
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<td><strong>EXPERIENCE</strong></td>
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| • A verifiable record of working within a Higher education and/or sport development environment  
• Proven track record in delivery high levels of customer care and working with students and young people  
• Experience of marketing and promotion of sporting events  
• Experience within a sports development environment  
• Experience of event and project management  
• Management of line managing staff and or coaches and volunteers  
• Experience of staff recruitment and management | • Confident, reliable and able to professionally represent the University of York and York Sport Union  
• Ability to work off own initiative and as a member of a team in order to solve problems to coordinate multi-functional activity  
• Enthusiastic and highly motivated ‘can do attitude’  
• Ability to engage, persuade and motivate others  
• Willingness and ability to work unsociable hours including evenings, weekends and bank holidays  
• A demonstrable interest in sport and activity  
• Excellent organisational and time management skills |
| **ESSENTIAL** | **DESI RABLE** |
| • Involvement within sourcing and writing external funding applications |
How to Apply

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and/or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424