Administrator (Membership)

Closing date: 9 August 2021
Interview date: 16 August 2021
Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:
Trust - We will place trust in you to do your job and do it well
Respect - We will respect you and expect you to respect your colleagues and customers
Unique - We are all unique and diverse and we embrace this
Enjoy - We strive to make work an enjoyable place, you should too!

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, the University has invested heavily in sport as it seeks to maximise impact for its students, staff and local community. With support of key stakeholders, over £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena, tennis dome, squash courts, sports hall, outdoor velodrome, 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, service and event delivery.

We continue to work alongside our many partners as we seek to maximise opportunities and high quality services, through our high quality team and environment that we are justifiably proud of.
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.

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

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Salary: £19,080.69 per annum
Grade: A3
Hours of work: 37 per week (Full-time)
Contract type: Open
Reporting to: Membership Coordinator
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 liaise 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 provide 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 public relations by 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 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.
# CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
<td><strong>KNOWLEDGE</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>• Knowledge of leisure software packages i.e. XN Leisure, Gladstone</td>
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<td>• Knowledge of memberships in the leisure industry</td>
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<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
<td><strong>EXPERIENCE</strong></td>
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<td>• Knowledge and understanding of routine practices and procedures used in an administrative office</td>
<td>• Relevant office experience</td>
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<td>• Knowledge of the leisure industry and associated memberships</td>
<td>• Experience of working within a customer focussed environment / sports / leisure centre</td>
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<td>• Basic office health and safety procedures</td>
<td>• Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards</td>
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<td>• Excellent interpersonal skills</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>• Computer literacy / IT skills in software applications including word processing, spreadsheets, data bases and email</td>
<td>• Ability to use own initiative to solve less routine queries</td>
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<td>• Feedback and complaint handling</td>
<td>• Working knowledge of Google suite</td>
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<td>• Excellent written and oral communication skills</td>
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## CANDIDATE SPECIFICATION

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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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How to Apply

Online

• Go to https://jobs.york.ac.uk/ycl

• Find the vacancy using the reference

• Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

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 show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL 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 18 and under will only be offered a maximum of 20 hours of work a week, and 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