Customer Service Apprenticeship
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 Commercial 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 £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 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:** £14,971.30 per annum  
**Grade:** AP1  
**Hours of work:** 37hrs (inclusive of study time)  
**Contract type:** Fixed Term (18 months)  
**Reporting to:** Duty Manager  
**Location:** York Sport Village, University of York, Heslington, York, YO10 5DD

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**Main purpose of this role**

To provide a welcoming professional service to effectively ensure the smooth running of reception by providing efficient, friendly and professional ‘customer’ focussed service to all York Sport Village.

**Key responsibilities and duties**

- To provide a welcoming professional service, greeting customers, answering/dealing with all enquiries and providing relevant information either face to face or via telephone, having high regard for customer care at all times.

- To demonstrate a clear knowledge of all booking activity, schedules, courses, prices, memberships, offers and other relevant information and be able to competently pass this on to customers.

- To effectively use front of house IT membership and bookings procedures.

- To operate the cash register and undertake financial transactions using the computerised bookings and leisure management systems and to reconcile daily takings, accurately complete associated documentation and follow cash handling procedures.

- To monitor the main entrance and York Sport village reception lobby to ensure that only bonafide customers/visitors access the complex.

- To undertake administrative duties as determined by the Senior Operations Manager, Business Manager or Duty Manager.

- To use initiatives in order to deal with requests, complaints and emergencies and exercise judgement in taking appropriate action.

- To ensure that all York Sport Village users are made aware of and comply with the terms and conditions of usage.

- To act as an effective conduit and interface between the customer, reception team and other York Sport Village staff members.

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.
## CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td>QUALIFICATIONS</td>
<td>Educated to GCSE level or equivalent (including maths and English, grade C or above)</td>
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<td>First aid qualification or willingness to work towards gaining such a qualification</td>
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### KNOWLEDGE

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<td>An understanding of customer service standards</td>
<td>A knowledge of working within a sport and leisure environment</td>
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### SKILLS / ABILITIES/COMPETENCIES

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<tr>
<td>Good communication and interpersonal skills</td>
<td>Familiarity with leisure membership and booking software</td>
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<td>Good organisational and decision making skills</td>
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<td>High levels of accuracy and attention to detail</td>
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<td>Good customer care skills</td>
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<td>Ability to work on own initiative as well as part of a team.</td>
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<td>Ability to communicate clearly (orally and in writing)</td>
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<td>Good Telephone manner</td>
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# CANDIDATE SPECIFICATION

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| EXPERIENCE | • Experience of working within a customer focussed environment  
• Experience of working in a sport and leisure environment  
• Clerical or administrative experience including cash handling |
| PERSONAL ATTRIBUTES | • An interest in sport and leisure  
• An ability to present a professional image both in actions, appearance and behaviour.  
• Self motivated with a positive outlook whilst possessing an ability to work well with, and be respectful with a commitment to being a team player.  
• Ability to show empathy with customers and their perceptions.  
• Ability to demonstrate discretion and calmness under pressure.  
• Reliable, trustworthy with a responsible attitude.  
• Willingness to work shift patterns including split shifts and also early mornings, late evenings and work across weekends and bank holidays.  
• Willingness to attend training courses in order to develop skills and competencies to meet future requirements |
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