



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Membership Services Assistant, Facilities Directorate



Salary: Grade 3 (£17,079 – £18,688 p.a.)

Reference: FDCCS1247

Closing date: 22 July 2019

We will consider job share and flexible working arrangements

Membership Services Assistant Marketing and Communications, Commercial and Campus Support Services, Facilities Directorate

Do you enjoy working in a customer focussed environment? Do you have an interest in sport and physical activity? Do you have good attention to detail and enjoy administration?

The University has made significant investment into its sporting facilities and currently has approximately 17,000 members who are able to enjoy a 25 metre 8 lane swimming pool, sauna, steam room, 250 station fitness suite, 150 classes per week across 3 dedicated class studios, an indoor climbing wall, squash courts and indoor sports halls.

As Membership Services Assistant you will be responsible for day-to-day membership processing and responding to customer enquiries. Working with other University teams you will complete monthly membership payment processes and other general administrative activities.

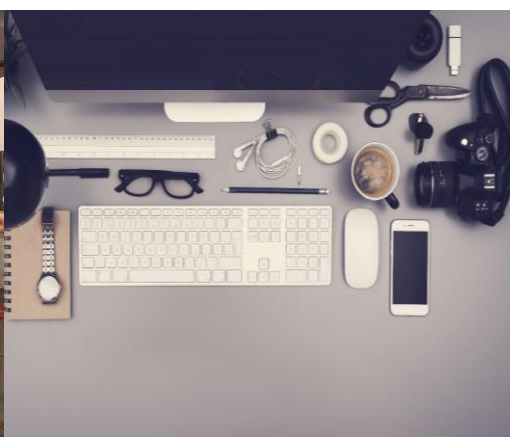
You will have previous experience working in a customer service environment and a commitment to providing an excellent customer experience. You will have strong attention to detail and good communication and written skills.

Please note you may be required to work occasional weekends and/or during an evening to support with University Open Days and other events.

What does the role entail?

As a Membership Services Assistant your main duties will include:

- Being the first point of contact regarding membership enquiries and changes, responding to general queries, setting up and amending memberships and updating the Leisure Management System;
- Receiving and responding to customer feedback and sharing information to appropriate colleagues;
- Working with the Finance team to co-ordinate the monthly membership payment process, including resolving any non or incorrect payment issues with



customers, checking payment details for new members and processing student leavers/cancellations;

- Maintaining electronic member communication updates;
- Assisting the front of house Sport and Physical Activity Team with non-standard/ad-hoc payment queries;
- General administration duties such as scanning and uploading confidential membership paperwork, shredding, ordering and setting up new membership cards;
- Updating the Leisure Management system with price and hall membership changes.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Membership Services Assistant you will have:

- Experience working in a customer service environment with a commitment to providing exceptional customer service;
- Previous administrative experience;
- Strong verbal and written communication skills, with the ability to communicate with a diverse range of customers quickly building rapport and developing effective working relationships;
- Excellent accuracy and attention to detail;
- General IT skills and the ability to use spreadsheets and information systems;
- Excellent organisational and time management skills, with the ability to proactively organise and prioritise your own workload to meet deadlines and conflicting demands;
- The ability to work as part of a team and on your own initiative;
- The ability to identify and make suggestions for the continuous improvement of processes;
- Good analytical and numeracy skills.

You may also have:

- An enthusiasm for sport and physical activity;



- Knowledge of processing direct debit payments and communicating with customers over direct debit matters.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

Contact information

To explore the post further or for any queries you may have, please contact:

Tom Exeter, Sales and Retention Manager

Tel: +44 (0)113 343 7404

Email: t.d.exeter@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

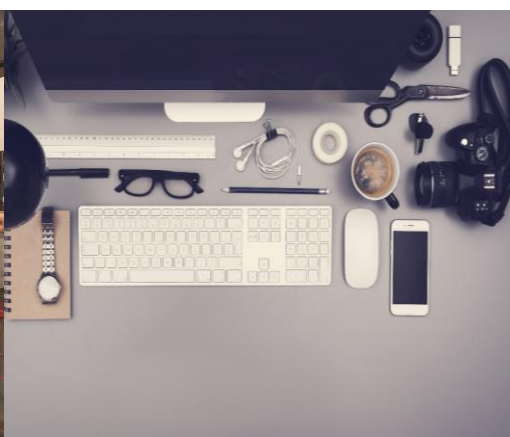
Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

