



Job Profile

Job Title:	Customer Services and Membership Manager
Location:	Manchester – Office Based
Working Pattern:	37.5 hours – early morning, evening and weekend work required
Reports to:	Finance and Business Operations Manager
Responsible for:	4 x Customer Service Executives
Salary:	£27,500
Contract:	Permanent

Purpose of Role:	<p>Responsible for day to day management of the Customer Service Team, including external customer interactions related to the game and membership, as well as supporting internal departments with critical administrative duties. The Customer Services and Membership Manager will work closely with and liaise with peers to lead the overall effectiveness and efficiency of customer service at Basketball England.</p> <p>The Customer Services and Membership Manager will have responsibility for the development, implementation and ongoing management of our membership database in order to offer the highest standards of service to our members.</p> <p>The Customer Services and Membership Manager will line manage the Customer Service Executives. This will involve rota management and allocating work appropriately to the rest of the Customer Service Team.</p> <p>To lead on the development and implementation of a new membership system for Basketball England.</p>
Key Accountabilities:	<ul style="list-style-type: none"> • Customer Service Lead: Lead, oversee and deliver on a daily basis the coordination of customer services across the organisation, including phone, email and face-to-face services; • Game Management: Lead, oversee and deliver critical game management administrative services including customer information on basketball in England, our competitions, rules and regulations, fixture and results, courses, officiating assignments amongst many others. <p>Memberships:</p> <ul style="list-style-type: none"> • Membership Management: Lead, oversee and deliver key administrative membership processes including sign up, payments, retention and renewal; • Membership Acquisition: Designing and delivering a compelling membership offer that produces year on year growth of Basketball England membership; • Embedding Membership: Embedding membership into all programmes and services delivered by Basketball England to ensure all participants involved in our activities are part of the governing body; • Complaints Management: Lead and be accountable for the management and monitoring of customer complaints, escalating where necessary, in line with internal policies, resulting in successful resolution; • Administrative Services: Lead and manage an efficient and effective administrative support team for the organisation including office administrative duties, data entry and processing;

	<ul style="list-style-type: none"> • New System Development: To lead the development and implementation of a new membership system for Basketball England.
Operational Accountabilities:	<ul style="list-style-type: none"> • Project Management: Lead and where appropriate initiate specific time limited administrative projects where required; • Team Leading: Ensure the smooth running and prioritisation of work within the Customer Services team on a daily basis; • Team Liaison: Work with internal colleagues collaboratively and positively to improve the customer experience as a whole, ensuring consistent customer service standards are adhered to; • Performance Management: Oversee the collection of performance data for customer service processes and administrative performance, and implement any improvements; • Operational Process Improvements: Contribute to the continual drive to improve processes and systems within the organisation, to ensure the smooth and efficient operation of the team; • Policy Adherence: Ensure robust implementation of the organisation's operational policies, processes and systems, to provide efficient and effective governed services; • Governance, Risk & Compliance: Abide by all of Basketball England's rules, regulations and policies (Including but not limited to, Equal Opportunities & Equity Policy; Safeguarding Policy; Code of Ethics & Conduct; Anti-Doping, Anti Betting, Anti-Corruption and Confidentiality).
Relationship Management:	<ul style="list-style-type: none"> • Internal Team: Providing administration support across all departments, liaising with specialists within the team, to provide a first class customer service, • Stakeholder Support: Taking enquiries from our stakeholders, including regional committees.



Person Specification

Criteria	Category
<p>Qualifications:</p> <ul style="list-style-type: none"> Educated to A level or equivalent qualification, or compensating work experience in a relevant business related field. 	E
<p>Experience:</p> <ul style="list-style-type: none"> Excellent customer service skills: Working in a direct customer-facing role to provide an effective and efficient service that customers value; Complaints management: Dealing successfully with customer complaints that arise; Team management: Managing staff with a motivating approach that drives productivity on a daily basis. Experience of managing PDRs for team members; Process improvement: Monitoring administrative processes to identify improvements and then implementing these improvements to increase efficiency and customer satisfaction; Project management: Managing time limited, high-volume administration projects such as annual registrations; Membership management: Experience of managing membership systems, ensuring records are kept up to date whilst strictly adhering to GDPR regulations; Developing New Systems: Experience of working on the development of a CRM or new membership system; Understanding Basketball: An understanding of the sport and the way it operates. 	E E E E D E D D
<p>Personal Skills</p> <ul style="list-style-type: none"> Customer focused: A positive approach to speaking to members of the public, enjoys a first point of contact customer service role; Confident & motivated: Confident with a high degree of self-motivation and initiative; Highly organised: Ability to manage competing tasks and changing priorities, through effective time management; Teamwork: Ability to work as a member of a team, with an understanding of what behaviours contribute to effective teamwork; Solution development: Ability to anticipate issues and problem solve to resolve customer complaints and other issues; Decision Making: Make timely and customer-focused decisions to effectively resolve customer enquiries and process problems; People management: Ability to motivate, manage and lead others to work effectively. 	E E E E E E E
<p>Technical Skills</p> <ul style="list-style-type: none"> IT skills: Ability to effectively manage email and calendars through Outlook, and ability to use Word, Powerpoint and Excel to undertake administrative tasks. Experience using electronic membership systems and databases; Communications: Excellent interpersonal and communication skills, demonstrating an ability to communicate with customers and staff in a calm, effective and clear way; Numeracy & Literacy: Excellent numeracy, literacy, spelling and presentation in typewritten and other work. 	E E E

Criteria	Category
<p>Other</p> <ul style="list-style-type: none"> • A genuine interest in sport / basketball; • A flexible attitude to working, willing to work evenings and weekends as a result of the nature of the role and event timings; • Job offers will be subject to completion of a satisfactory, current Basketball England DBS check and completed every three years. 	<p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>

Category D: Refers to desirable features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

Category E: Refers to essential requirements without which the candidate would be unable to carry out the duties of the post.