

JOB DESCRIPTION

Job Title:	Customer Services Team Leader
Reporting to:	Operations Manager
Responsible for:	Reception Team
Location:	Mahdlo (Oldham Youth Zone), Egerton Street, Oldham, OL1 3SE
Salary:	£23,000 - £25,000 dependent on experience
Holidays:	33 days per annum (including bank/public holidays)
Hours:	Full-time, 37.5 hours per week
Duration:	9 Month Fixed term contract

Our Vision

To be a beacon of excellence for youth-led provision in Oldham

Our Mission

To deliver high quality, innovative activities and experiences for young people from Oldham aged 8-19 (25 with a disability); to provide opportunities, raise aspirations and support young people to be the best they can be.

Our Values – The Way We Work

Passion
Respect
Inclusion
Dependability
Excellence

Job Purpose:

To provide excellent customer service to Mahdlo members and their families to increase membership and attendance and supporting retention of existing members. To support this aim by raising awareness about Mahdlo to 'new' young people and their families, building interest around Mahdlo and its programmes amongst young people.

Main duties and responsibilities:

Customer Experience

- Lead and motivate the customer service team to ensure excellent customer service is delivered, ensuring the team are equipped to provide help and advice to young people and families regarding

Mahdlo services.

- Participate in the recruitment and development of the Customer Service Team, conducting regular supervision and appraisals.
- Train staff to deliver a high standard of customer service.
- Ensure positive and accurate communication with young people, visitors and team members; keeping accurate records of discussions and correspondence.
- Analyse statistics and other data to ensure visitors have a positive experience of Mahdlo.
- Engage with parents and carers, to ensure access, safety, promote the offer and be the first port of call to collect feedback on the service Mahdlo provides.
- Work with the team to ensure that young people's details are being collected and stored appropriately on our database system.
- Work with the Marketing and Communications Lead to implement effective communication with existing and potential members; including marketing materials and digital content across the website and social media platforms.
- Build rapport and trust with visitors, young people and their families as a trusted adult.
- Support the facilities manager to manage and organize facility hire bookings and their visitors.
- Support in during youth work sessions, speaking to and supporting young people, parents and PA's. Including first aid; when needed.

Data handling

- To ensure the day to day management, development and system administration of the Mahdlo CRM (Salesforce) in order to provide an efficient and effective member administration function.
- Have oversight of all membership administration, using the CRM (Salesforce), ensuring data is stored and processed in line with GDPR and data protection and liaise with the team and outside network to ensure Salesforce is effective and meets Mahdlo's needs.
- Work with the customer service team and wider team to ensure data is accurate to support the safeguarding of young people.
- Support session leads with managing membership and attendance data on salesforce.
- Use monitoring information available to track attendance of young people, following up with any not regularly attending, taking supportive action where appropriate, with a view to increasing retention and encouraging repeat visits
- Oversee the payments and refunds made to Mahdlo through the booking system, session fees and tuck shop tills; including daily cashing up, floats for tills and booking processes.
- Use the CRM (salesforce), iZettle, visitor system and new technologies to enhance the customer experience.
- Work with the Marketing and Communications Lead to ensure the online customer experience is excellent.

General Requirements

- Work diligently to meet the requirements of this job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Participate positively in internal/external meetings and training as required
- Positively participate in one to ones and appraisals
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Mahdlo's culture, values, aims and objectives

- Act as a positive ambassador for Mahdlo at all times
- Positively contribute to Mahdlo's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably be required
- The hours of work will be flexible to meet the needs of Mahdlo and the ideal candidate will be available to work during the daytime. This post will be required to start at 8:30am when scheduled to work a morning shift. During holiday zone, the morning shift will start at 8:00am.
- In accordance with our Child Protection and Safeguarding procedures, this position requires a safer recruitment interview and an enhanced DBS check.
- Mahdlo is an equal opportunities employer and welcomes applications from all sections of the community.

NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed in consultation with the employee. As a general term of employment, Mahdlo may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

In accordance with Mahdlo's Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and will require you to complete Safeguarding training within six months of appointment and refresher training thereafter.

PERSON SPECIFICATION

Good candidates for this role will be highly motivated and enthusiastic, with plenty of creativity and initiative and a successful track record in engaging young people and promoting youth services.

	Essential	Desirable
Qualifications		
Excellent level of numeracy and literacy	✓	
Qualification in Customer Services Level 3		✓
Experience		
Experience of engaging and working with customers	✓	
Experience of working in marketing	✓	
Experience of managing a team	✓	
Experience of delivering events		✓
Knowledge		
Understanding of what makes marketing and communications effective for customers	✓	
Understand the importance of data protection and how to maintain standards of best practice in this area	✓	
Familiar with all the latest social media applications and how to effectively utilise them for organisational development		✓
Skills		
Communicate clearly and courteously with customers by telephone, email, letter and face to face.	✓	
Excellent ability to design and develop communications materials that reflect Mahdlo's core objectives and are appealing to young people.	✓	
Ability to work under own initiative and work collaboratively.	✓	
Ability to handle a varied workload, react quickly, meet deadlines and prioritise tasks	✓	
Excellent written and oral communications skills and an ability to establish good professional relationships with varied stakeholders.	✓	
Excellent customer service skills	✓	
Sound IT skills	✓	
Ability to motivate and lead a team	✓	
Attitude		
Willing to learn new things and to work positively to support the wider team and Mahdlo achieve success	✓	
Confident, motivated and enthusiastic	✓	
Demonstrate a commitment to the values, principles of Mahdlo	✓	
The ability to cope with multiple demands and deadlines, the ability to work fast and to a consistently high standard	✓	