

## Customer Assistant (Nottingham Tennis Centre)

<b>Responsible to</b>	<b>Customer Services Manager</b>
<b>Location</b>	<b>Lexus Nottingham Tennis Centre, University Boulevard, Nottingham, NG7 2QH</b>
<b>Salary</b>	<b>Up to £24,000 per annum depending on experience</b>

### About the Role

Our vision is 'Tennis Opened Up', and our mission is to transform communities through tennis, focusing on three areas – making tennis welcoming, enjoyable and inspiring to everyone.

The Customer Assistant will lead the way in delivering world class customer service and a 5\* facility in terms of presentation and welcome, as well as delivering with excellence on all day-to-day functions, events and set ups. To be responsible for the running of Front of House operations, ensuring the highest level of customer experience.

### Key Accountabilities

- Operate the Front of House function by welcoming customers and visitors, dealing with inquiries, bookings and member queries.
- Be the first point of contact for resolving customer complaints, enquiries, and requests.
- Deliver an exceptional customer service by presenting in a warm and friendly manner and aiming to exceed customer expectations.
- Take ownership of problems and difficult situations and resolve these promptly and effectively.
- To sell all site-specific memberships including touring of the facilities to potential members.
- To complete administrative duties with regards to customer records and prospects.
- To make calls to potential leads, membership enquiries, and book sales appointments.
- To actively encourage use of the centre's activities and facilities to current and potential customers, communicating new ventures and special offers etc.
- Ensure security of all monies and banking procedures are completed accurately, ensuring financial regulations are adhered to and any discrepancies are reported.
- To assist in the set up and delivery of events and competitions as required.
- Attend meetings and essential training as directed by the Line Manager.
- Ability to use IT software in the business.
- To take responsibility for your attendance and timekeeping.
- Flexibility to work shifts as part of a rota, inclusive of early mornings, evenings and weekends, across a seven-day operation.

## Person Specification

### Previous Experience of:

Telephone and face-to-face customer service.	<i>Essential</i>
Telephone and face-to-face sales.	<i>Desirable</i>
Using a till system and taking card transactions.	<i>Desirable</i>
Demonstrable experience within a sports environment incorporating all aspects of customer service.	<i>Desirable</i>

### Knowledge, Training & Qualifications:

First Aid at Work.	<i>Desirable</i>
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### Personal Attributes:

<b>Inclusion</b>	<ul style="list-style-type: none"> <li>• Create an environment where people feel safe and welcomed.</li> <li>• Value people's differences and believe they make us stronger.</li> <li>• Take the time to learn more about inclusion and remove any current or potential barriers.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Able to work on own initiative and appreciate the high level of accountability.</li> <li>• A great leader and motivator of others.</li> <li>• A great communicator both internally and externally.</li> <li>• Always prepared to work collaboratively.</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• A high degree of emotional intelligence and self-awareness, with the ability to adapt style to meet the needs of the audience.</li> <li>• Will always suggest improvements to ways of working.</li> <li>• Will be comfortable challenging groups or individuals to ensure high levels of work.</li> <li>• Treats others as you wish to be treated.</li> </ul>
<b>Passion</b>	<ul style="list-style-type: none"> <li>• A genuine passion for people and good customer service ethic.</li> <li>• Highly proactive with a 'can-do' attitude.</li> <li>• Hard working &amp; driven to succeed and achieve our mission.</li> </ul>
<b>Excellence</b>	<ul style="list-style-type: none"> <li>• Always aims to achieve the best possible outcome.</li> <li>• Develops plans based on best practise and previous experience.</li> <li>• Seeks support from colleagues to improve outcomes.</li> <li>• Will be happy to take the more challenging route if it results in higher quality outputs.</li> </ul>

## Our Benefits

We are proud of the range of benefits we can provide:

- 25 days annual leave
- Annual award extra leave
- Pension
- Life assurance
- Reimbursement of eye tests
- Long service awards, plus monthly and annual colleague awards
- Private Medical & Health Insurance
- Free onsite gym & use of the Tennis & Padel courts
- Cycle to Work Scheme

- Enhanced maternity, paternity, adoption, and shared parental leave
- Free mental health first aider support
- Colleague ticket offer
- Annual Bonus Scheme
- Free parking & bike racks
- Retail discounts
- Training & Development
- Summer and Christmas party
- Free tea and coffee provided daily
- Electrical vehicle charging points
- Staff lockers
- 30% discounts in our café
- Social activities including Tennis Tuesdays, Padel Wednesdays, Football Thursdays, all colleague days, cycling club, running club etc.

## Our Culture

*The LTA, through its vision 'Tennis Opened Up', is committed to creating a diverse environment where all colleagues feel included and a strong sense of belonging. We are proud to actively invite applications from all candidates who meet the essential criteria and can work in the UK. We commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender reassignment, sexual orientation, age, any disability, marital or civil partnership status, and pregnancy or maternity status.*

*We particularly welcome applications from:*

- *People from ethnically diverse communities*
- *Deaf and disabled people*
- *Members of the LGBTQ+ community*
- *People with lived experience of the UK's many and varied communities*

*The LTA Tennis Foundation is a new tennis charity that partners with brilliant people and organisations to improve lives through tennis. It shares the LTA's vision of 'Tennis Opened Up', and it wants to use our sport to make a real difference to people across the whole country. All LTA colleagues have the chance to get involved with the LTA TF, with some directly involved in delivering and leading its work.*

*To truly deliver our vision of 'Tennis Opened Up', we believe it is critical that the LTA plays our part in contributing to a healthier and more sustainable society. We want to grow tennis in Britain, but do so in a responsible way, protecting and supporting the environment and working with everyone in the sport to tackle our climate impacts. We are committed to ensuring a lasting future for tennis in Britain, and our Environmental Sustainability Plan sets out how we will do this.*

*Find out more here:*

- [Life at the LTA](#)
- [www.lta.org.uk/sustainability](http://www.lta.org.uk/sustainability)