



Ewood Park Stadium, Blackburn, Lancashire, BB2 4JF, United Kingdom
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Organisation	Blackburn Rovers Community Trust
Position	Customer Service Officer (Blackburn Rovers Business Centre)
Salary	£16,000 per annum
Location	Blackburn Rovers Football Club, Ewood Park Stadium, Blackburn, BB2 4JF
Type of Contract	Permanent
Closing Date	12 noon on Friday 17 th May 2019

Main Purpose of the role is to:

The Customer Service Officer will be responsible for the day-to-day running of the Blackburn Rovers Business Centre. Overseeing conference & meeting room bookings; showcasing our vacant office suites to new customers; being the first point of contact for the Business Centre Reception; performing general daily administration tasks and assisting other areas of the Community Trust.

How to apply:

Please post or email your application form, equal opportunities monitoring form and covering letter to:

Recruitment@brfctrust.co.uk

FAO: Gary Robinson
Chief Executive Officer
Blackburn Rovers Community Trust
Ewood Park
Blackburn
BB2 4JF

CV's will not be accepted.

Interview dates: To be confirmed.

Please note that the job will be subject to satisfactory references and enhanced DBS procedures.



Job Description
Office Administrator
Blackburn Rovers Community Trust

JOB DESCRIPTION		
1.	Job Title	Customer Service Officer
	Salary	£16,000 per annum
	Hours of Work	You will be expected to work a minimum of 37.5 hours per week, excluding lunch break. You maybe required to work additional hours including matchdays when necessary.
	Location	Darwen End Stand, Blackburn Rovers Football Club, Ewood Park, Blackburn, BB2 4JF.
	Responsible To	Executive Management Team and Senior Management Team. Day-to-day line management from the Senior Business Administrative Officer.
	Responsible For	The day-to-day operations of the Blackburn Rovers Business Centre. Overseeing all conference and meeting room bookings; processing payments; using our management system (OpenPlay); general receptionist and administration duties and supporting other areas of the Community Trust.
	Contractual Status	Permanent



2.	Overall purpose of the Job	<p>Reporting to Senior Business Administrative Officer, the Customer Service Officer (CSO) will be the first point of contact, via all communications, of the Blackburn Rovers Business Centre. The CSO will ensure that all operations are conducted in a respectful, professional and responsible manner.</p> <p>The CSO is responsible for assisting with the administration for 24 office suites, two meeting rooms and a conference room. He/she is responsible for the administration of all bookings (using OpenPlay) and ensuring the invoices are administered and paid.</p> <p>The CSO also acts as liaison between the general public and service users; funding partners and club departments, private industry, business and any other individuals, groups or agencies operating in the community.</p> <p>The CSO must provide records and documents to the relevant staff, when requested. He/she must also ensure that all business and operations are conducted to the very highest of standards.</p> <p>The CSO will also operate as receptionist for the Business Centre. Ensuring high levels of customer care to tenants and external customers. Processing and accommodating conference & meeting room bookings, upselling when appropriate.</p>
3.	Duties and Responsibilities	<p>Manage all administration processes involved in delivery ensuring that services are provided in an effective and efficient manner.</p> <p>Effectively manage the daily upkeep administration of OpenPlay to ensure the management system is reflective of its live status.</p> <p>Support administrative plans for each area of the trust.</p> <p>Enhance services standards, policies, guidelines and procedures within the Business Centre.</p> <p>Evaluate the effectiveness of administration processes for programs and delivery and where necessary, design new and improved administrative procedures.</p> <p>Ensure all records are maintained to an excellent standard.</p> <p>Ensure data capturing and storage systems are fully effective.</p>



Ensure inventories are maintained.

Provide regular reports for the Senior Business Administrative Officer

Coordinate the administration involved in community development and public and community relations activities.

Conduct needs assessments, as required.

Facilitate public meetings.

Liaise with various community groups.

Create and implement a customer service plan.

Promote BRCT and Blackburn Rovers Football Club (BRFC) programs, services and community events and activities.

The CSO provides advice and support to the Senior Business Administrative Officer and ensures that they have accurate and timely information to make effective decisions.

Attend BRCT meetings as and when required.

Prepare agendas, information and resources for BRCT meetings.

Ensure that all BRCT business is conducted within relevant legislation, policies and procedures.

Coordinate and/or facilitate BRCT CPD and training courses.

First point of contact for the Business Centre (BRBC) and the Blackburn Rovers Indoor Centre (BRIC) as required.

Deal with customer enquiries via face-to-face contact, telephone, or email.

Assist on health and safety and general maintenance for the Business Centre.

Carry out daily health and safety checks of the facility and equipment.

Organise and manage conference and meeting room bookings, including arranging refreshments & luncheons as required, working with external companies and internal departments



		<p>Support the finance team with Business Centre invoicing, BRCT mileage claims and other duties as required.</p> <p>Ability to mainly work independently on own initiative within a profession business environment.</p> <p>Work within a team, providing support and ideas to develop the trust.</p> <p>Perform other related duties as required.</p>
4.	General	<p>To at all times represent Blackburn Rovers Football Club, Blackburn Rovers Community Trust and Blackburn Rovers Business Centre in a professional manner regarding to dress, presentation, personal hygiene, attitude, conduct and professionalism.</p>

5. Person Specification		
	Essential	Desirable
Demonstrable Experience	<p>Administrative evaluation and procedural design.</p> <p>Face-to-face customer services role.</p>	<p>Working in a professional environment.</p> <p>Financial management and generally accepted accounting principles.</p>
Knowledge	<p>Microsoft Office.</p>	<p>An understanding of the roles and responsibilities of professional football club community charities.</p>
Skills	<p>Ability to work independently and within a team.</p> <p>Excellent customer service skills.</p> <p>Analytical and problem solving.</p> <p>Decision making.</p> <p>Effective verbal and listening communication.</p>	<p>Ability to demonstrate strong community focus.</p> <p>Financial management.</p> <p>Working with a CRM system.</p>

	<p>Computer skills including the ability to operate spreadsheets and word processing programs at a highly proficient level.</p> <p>Effective written communications (hand writing and computer text).</p> <p>Skills including the ability to prepare reports and implementation of policies.</p> <p>Effective public relations and public speaking.</p> <p>Research and program skills.</p> <p>Development skills.</p> <p>Time management skills.</p>	
Qualifications	<p>A-levels (or equivalent).</p> <p>Five GCSEs, including English and Maths at Grade C or above.</p>	<p>To hold a valid UK driving licence</p>

Please note:

The person appointed to this post will, from day-to-day, have contact with children and vulnerable adults, many of whom are under eleven years of age, and a number of whom may have moderate learning difficulties and/or disabilities. Therefore, the post holder will require an enhanced Disclosure Barring Service check.

Safeguarding Recruitment:

Blackburn Rovers Community Trust and Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expect all staff to share this commitment. The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK. The successful applicant can expect to have their personal information entered on to a Single Central Record and/or the FA's Whole Game system, which will be shared with key football and other sports governing bodies and organisations where applicable.

Equality & Diversity:

As we are a diverse community trust that respects differences in race, disability, gender, gender identity, sexual orientation, faith, background or personal circumstance we welcome all applications. We want everyone to feel valued and included in the football community and to achieve their full



potential. BRCT is opposed to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

