

Job Description: Customer Experience Coordinator

Duration:	Permanent
Salary:	£24,275
Location:	Avon Tyrrell
Reporting to:	Head of OL Operations
Department:	Outdoor Learning

Key working relationships: Outdoor Learning Team / cross directorate collaboration

Purpose of the job

Operated as a financially self-supporting and sustainable social enterprise business, Avon Tyrrell generates surplus income to support UK Youth charitable activity and we strive towards a society where all young people have equitable access to outdoor learning and where youth work and outdoor learning are recognised for their contribution to their personal development.

Working as part of our bookings and reception team, key responsibilities for this post are:

- supporting the entire customer lifecycle
- proactively promoting and selling outdoor learning programmes and facilities carefully matched to customer requirements and learning objectives
- delivering excellent customer services to guests on site, facilitating a high-quality customer experience

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions.

Key responsibilities

- To demonstrate a good knowledge of outdoor learning and youth development and be able to match our provision and availability to guest requirements
- To respond to all enquiries promptly and maintain day to day data entry into Cinolla, to accurately record guest requirements, process financial transactions and support data capture, demonstrating strong lifecycle account management skills (reach, acquisition, conversion, retention and loyalty) and building strong relationships with external and internal stakeholders
- To provide support and information to colleagues across the directorate to deliver holistic high-quality customer experiences
- Provide high levels of customer care by interacting politely and professionally with all

customers, resolving first line customer issues, and relaying all customer feedback so this can be analysed and our services continuously improved

- To cover reception on a rota basis (as required, plus working approx. one weekend a month) and support our retail provision and, stock management
- To schedule bespoke outdoor learning programmes in accordance with the groups learning objectives and our availability.
- To provide informative tailored arrival information that showcases our customer support and outlines; relevant safety information, promotes environmental awareness and additional outdoor learning opportunities.

Other area of responsibilities

- To support directorate and inter directorate projects or initiatives and proactively engage in cross team collaboration helping to deliver efficiencies and improvements that ultimately progress the knowledge, quality, and visibility of the outdoor learning experience we provide to our stakeholders
- To promote the learning opportunities and site heritage available for the wider community, support sales and brand awareness and increase local community engagement, by helping external relations identify targets to drive sales, supporting social media engagement and attending community events
- Attend and proactively participate in regular performance reviews and charity meetings as required
- To maintain current industry knowledge and maintain personal professional development skills
- To act as a positive ambassador for UK Youth and share knowledge and experience of the development of UK Youth and its profile
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.
- To be an advocate for the UK Youth Movement and promote the benefits to organisations we work with as appropriate
- Support the safeguarding of the site and safety of all visitors

Person Specification: Customer Experience Coordinator

Experience

- Previous experience in a similar customer facing administrative role and a proven track record of delivering high standards of customer care
- Experience of communicating effectively with a wide range of organisations and individuals to build strong customer relations, promoting ideas and converting enquiries to sales
- Experience of complaint handling or a willingness to learn
- A good understanding of the value and positive impacts of outdoor learning or a willingness to learn
- Experience of a specialist booking system or a willingness to learn
- Retail experience and an understanding of secondary selling or a willingness to learn

Knowledge, skills and understanding

- Able to demonstrate strong prioritisation and organisation skills, an ability to manage changing priorities and workload management with proven experience of meeting deadlines
- Very good interpersonal, customer care and communication skills
- Empathy with the needs of young people
- Excellent ICT skills
- Able to work within well-defined parameters to support the delivery of outdoor learning to our stakeholders

Personal qualities

- Able to build and manage positive relationships with stakeholders at the appropriate level
- Friendly approachable person with good organisational skills, enthusiasm, and energy, willing to undertake any task required of them.
- Self-motivated and capable of working on own and working with others when required.
- Flexible approach to work and be hands on to get the task done
- Excellent levels of discretion and judgement and experience of dealing with sensitive information
- Recognise and value all aspects of equality, diversity, and inclusion
- Be an excellent role model for staff, children, and young people

This post is subject to receipt of two satisfactory references, an enhanced DBS check and right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.