



Job Description: Customer Experience Officer

Duration: Permanent
Salary: £25,560
Location: Avon Tyrrell
Reporting to: Head of Outdoor Learning Operations
Department: Outdoor Learning

Key working relationships: Outdoor Learning Team / cross directorate collaboration

Purpose of the job

As part of our commitment to young people, UK Youth has for over 75 years operated an Outdoor Centre at Avon Tyrrell.

Operated as a financially self-supporting and sustainable social enterprise business, that generates surplus income to support UK Youth charitable activity, our outdoor learning provision is intentionally inclusive and champions effective youth led engagement to highlight the importance and raise understanding of the breadth and positive outcomes of youth work.

The Customer Experience Officer supports our best-in-class outdoor learning provision by:

- Managing the Customer Experience Team to deliver high levels of customer service throughout the entire customer lifecycle, from initial enquiry through to post visit feedback and invoicing.
- Demonstrable knowledge of our Outdoor Learning portfolio, being able to articulate what we do, match our services to customer requirements and proactively sell our outdoor learning programmes to our maximum capacity within the resources available.
- Supporting our ambitions for growth by enabling the department to meet our financial targets whilst maintaining our ethical youth focused approach

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. These factors lead to mass inequality of access to youth services for young people.

Key Responsibilities:

- To support the delivery of the Outdoor Learning Management Plan and meet our multi-million-pound outdoor learning income
- Day to day management of the Customer Experience team, including the coordination of reception, leading on resolving daily operational issues within the team, seeking advice from peers and line manager, delegating tasks to the team and overseeing task management as appropriate to meet the business needs / our operational commitments
- To work closely with the External Relations team to highlight changes in demand or availability to allow proactive promotion of the Avon Tyrrell facilities and outdoor programmes to our broad user profile to ensure revenue is maximised and the profile and awareness of UK Youth is raised.
- Accurate use of the management operating software (Cinolla) to ensure each booking correctly captures key customer requirements, data is handled appropriately in line with the charity data protection policies and can be used for statistical insights and invoicing.
- Dealing promptly with customer queries or problems, liaising with other staff or suppliers as necessary and building and maintaining effective customer relationships

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 maintain current industry knowledge and maintain personal, professional development skills and provide high levels of customer care by interacting politely and professionally with all customers and deliver internal training to staff in this area as necessary
- To support local community engagement, helping promote and attend community events to increase income and reach and build a greater understanding of the historical value and learning opportunities available for the wider community.
- To attend and proactively participate in regular performance reviews and charity meetings as required
- Taking all appropriate opportunities to promote the charity and build and maintain effective customer relationships, to be an advocate for the UK Youth Movement and promote the benefits to organisations we work with as appropriate and share knowledge and experience of the development of UK Youth and its profile
- To support weekend reception and Duty Manager shifts on a rota basis as required
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

- Support the safeguarding of the site and safety of all visitors.

Person specification: Customer Experience Officer

Experience

- Previous experience in a similar customer-facing administrative or sales role and a proven track record of delivering high standards of customer care.
- Minimum of 1 years' experience in a managerial/team leading role or be able to demonstrate operational management experience and an ability to resolve first line daily operational challenges
- Experience of complaint handling.
- Experience of working effectively, sometimes at senior level, with a wide range of organisations and individuals to build strong customer relations, promoting ideas, and converting enquiries to sales.
- A good understanding of the value and positive impacts of outdoor learning.
- Experience of a specialist booking system or a willingness to learn

Knowledge, skills and understanding

- Good knowledge of the outdoor learning sector or an understanding of how Outdoor Learning can provide positive benefits
- 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
- An understanding of basic accounts management
- Full driving licence

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

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- 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