



CUSTOMER SERVICES ADVISOR (RECEPTIONIST)

Responsible to	Customer Services Manager
Location	National Tennis Centre, 100 Priory Lane, Roehampton, London SW15 5JQ
Salary	Up to £21,057 per annum plus excellent benefits

About the role

The LTA's vision is "Tennis Opened Up" and its mission is to make tennis Relevant, Accessible, Welcoming and Enjoyable.

The Customer Services Advisor will be responsible for delivering a positive experience to all National Tennis Centre (NTC) users, being on hand to welcome Visitors and Colleagues, supporting queries and exceeding expectations by providing a tailored 5* experience, promoting our vision and mission.

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 are able to work in the UK, and we commit that everyone will receive equal consideration for employment irrespective of your ethnicity, religion, sex, gender identity, sexual orientation, marital or civil partnership status, pregnancy or maternity status, disability or age. We also operate a flexible working environment where all colleagues are able to discuss their working needs with their manager or the People Team at any time.

Key Accountabilities

NTC Utilisation

- Ensure presentation and cleanliness standards for Front of House are delivered to an exceptional standard
- Act in a way that promotes the Tennis Opened Up strategy, showcasing the NTC as a destination for tennis in the local community
- Promote the use of facilities and services, in order to ensure repeat visits and drive sales
- Be actively engaged with supporting the calendar of events, functions and activities throughout the year
- Anticipate the needs of the team and all user groups to ensure exceptional service delivery

Customer Service

- Provide a truly exceptional customer service experience to all
- Provide 5* welcome, meet and greet service, actively engaging with visitors to encourage utilisation and repeat visits
- Act as a liaison at check in for all activities
- Resolve customer complaints and queries in a positive and timely manner, escalating issues when required
- Anticipate the needs of all visitors, going beyond the call of duty to establish exceptional service levels
- Be actively engaged with visitors, learning more about the people who visit, building engagement and connectivity with the community

General

- Ensure that maintenance and cleaning standards are delivered to an exceptional level, resolving and escalating lapses in standards as and when they arise
- Ensure day to day issues are dealt with, including daily recording of checklists and escalating problem areas as necessary
- Participate in activities across the NTC, including post room duties, stationery orders, mail, franking, printing
- Support the Customer Services Manager in participating in planning for any disaster management / crisis events ensuring continuity of business operations at all times, including fire evacuation drills and procedures
- Deliver procedures and standards for smooth effective operation of the NTC
- Work to a flexible rota and across varying shifts to understand and support the seasonal demands, inclusive of evenings and weekends, across a seven day operation.

Previous Experience of:

Demonstrable exceptional Customer Service / front of house delivery in a similar role	Essential
Problem solving; resolving customer complaints	Essential
Building relationships with colleagues and visitors alike	Essential

Knowledge, Training & Qualifications:

Customer Experience trained	Essential
Microsoft Office & internet skills	Essential

Personal Attributes:

<i>Teamwork</i>	<ul style="list-style-type: none"> • A natural relationship builder at all levels - empathetic, collaborative and robust with a proven ability to engage and work alongside all stakeholders with • Clear and concise communicator with an ability to keep things simple • A credible supervisor who is respected by their team and colleagues
<i>Integrity</i>	<ul style="list-style-type: none"> • Takes early input and proactively seeks guidance before making key decisions • Courageous, with an ability to take measured risks • Challenges when things aren't right for the good of the organisation and its people
<i>Passion</i>	<ul style="list-style-type: none"> • Pro-active and positive in every situation • Creative and free thinking, always striving to improve on the past • Driven and highly motivated to make a difference every day • Inspires others to be the best they can be
<i>Excellence</i>	<ul style="list-style-type: none"> • Acts on evidence and stays true to the needs of the customer • Positively challenges self and others to achieve great results • Listens to and acts on feedback • Learns quickly, applying an agile approach to their work