



COMMUNITY
SPORTS
FOUNDATION

Job information pack

CUSTOMER

ENGAGEMENT

OFFICER

OVERVIEW

Providing opportunities in the areas of sport, disability, health, schools, social inclusion, education and employability, Norwich City Community Sports Foundation helps over 43,000 people every year achieve their goals.

We support some of the most disadvantaged, disabled and talented children, young people and adults across Norfolk through a range of projects, programmes and initiatives.

Underpinning all of our impact is a dedicated workforce who are able to engage and inspire at every opportunity.

Could this be your chance to be a part of something special?



Ian Thornton OBE,
Chief Executive Officer

Why do you enjoy working for the Foundation?

I like helping the community and enjoy making a difference

How would you describe the Foundation's staff culture?

Friendly, enthusiastic and hard working

What would you say to someone considering joining the Foundation?

It's a really great place to work, and it is hugely rewarding

*One of the newest members of the team





ROLE OVERVIEW

Job Title: **Customer Engagement Officer**

Salary: £20k – £24k + Benefits

Contract Type: 1 Year Fixed Term

Line Manager: Customer Engagement Manager

The purpose of the role is to support the Customer Engagement Team in providing a first-class customer service experience across facilities. The role will work closely with the Customer Engagement Manager ensuring the Foundation and The Nest meet the expectations of our customers and required business outcomes.

Objectives

- To deliver a high-quality customer service experience in line with the Foundations visions and values
- To act as a role model for all current & future workforce and to always maintain a professional attitude and appearance
- To create and maintain a meaningful connection with staff, participants, customers and supporters



ROLE SPECIFIC RESPONSIBILITIES

Support

- Support the Customer Engagement Manager in the running of the department across all facilities to meet performance targets.
- Support in the delivery of Foundation and Nest events across all facilities.
- Facilitating the sale of products and/or services online and in our retail store.

Monitor/Auditing

- Maintain the effective recording of all Foundation, Nest and Run Norwich merchandise, including recording orders, distribution and inventory.

Communication/collaboration

- Effectively communicate via phone, email and face to face.
- Collaborate with department across the business to ensure all queries and questions are handled effectively.

Behaviours

- To be professional when dealing with customers in the office, on the phone and over email
- Hold a commitment to equality and diversity in the workplace.
- To understand and implement the Foundation's Safeguarding policy, procedures, and best practice guidelines in your role and use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.

PERSON SPECIFICATION

Knowledge, Skills & Experience	ESSENTIAL	DESIRABLE
Ability to follow administrative processes and procedures	✓	
Use of booking systems and facility management software		✓
IT skills, including Excel, word & PowerPoint	✓	
Excellent customer service skills	✓	
Ability to multi-task and manage workload	✓	
Excellent Telephone Manner	✓	
Attention to detail	✓	
Budget management experience		✓
Previous experience with working in a customer facing environment		✓
PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
Growth - Willingness to attend training courses to enhance own professional development	✓	
Integrity – Always work in line with the Foundation’s values and behaviours	✓	
Belonging – Ability to work individually and as part of a team	✓	
Resilience – Ability to work with others to show innovation, strive for continuous improvement and solve problems	✓	
Pride – A drive to help people achieve their goals	✓	
Commitment – Willingness to work unsocial hours, including evenings and weekends	✓	



CARROW ROAD

WHERE YOU WILL WORK

The Engagement Officer role will spend the majority of their working time at The Nest, the charity's 22-acre community hub located on the outskirts of the city.

In addition, the role will also spend time within our offices based in the heart of Carrow Road, the home of Norwich City Football Club.



THE NEST



EMPLOYEE BENEFITS

Norwich City Community Sports Foundation employees could receive the following benefits*

- Discretionary incentive scheme
- Access to Norwich City match tickets
- 28 days holiday (including bank holidays), plus additional holiday over Christmas
- Personal celebration day
- Flexible working
- Enhanced employee training programme
- Access to reduced cost kids' courses
- 30-minute wellness workout included in daily working hours
- Canaries retail store and Delia's restaurant staff discounts
- Cycle to Work Scheme
- Free parking on all Foundation sites
- Death in service benefit
- Extensive branded apparel provided
- Employee Assist Programme

*Dependant on job role and/or contract type





OUR VISION

TO SUPPORT, INSPIRE, AND IMPROVE OUR COMMUNITY

We use the power of sport to support to achieve our charitable objectives:

- Driving inclusion for people with disabilities
- Boosting mental health and wellbeing
- Supporting disadvantaged people to raise their aspirations.

OUR VALUES

Growth

Integrity

Belonging

Resilience

Pride

Commitment





APPLICATION PROCESS

All applications must be submitted through our online Safer job application form and must be accompanied by an up-to-date CV and supporting letter detailing why you would be suitable for the role www.communitysportsfoundation.org.uk/vacancies

Application Deadline: Thursday 31st October

Interview Dates: 11th November or on request

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible. All candidates shortlisted for interview will be informed by email or phone. If you have not been contacted within a week of the closing date, this means that you have been unsuccessful on this occasion.

For more info please email: csfrecruitment@norwichcitycsf.org.uk

SAFEGUARDING STATEMENT

Norwich City CSF is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory DBS Check and references.

EQUALITY STATEMENT

Norwich City CSF is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.



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