

<b>JOB TITLE:</b>	Customer Care & Office Opporations
<b>SERVICE:</b>	FUNDA
<b>PROJECT:</b>	Phyiscal Education, Children’s Activities & Childcare
<b>REPORTING TO:</b>	Kieran Fletcher (Director)
<b>SUPERVISORY RESPONSIBILITIES:</b>	Office & Customer Base
<b>SALARY RANGE/ PAY:</b>	£8/£9 per hour (Full Time) *Flexible Hours *Negotiable *Dependent on Experience & Knowledge

### **ROLE OVERVIEW:**

**FUNDA** is one of the largest Physical Education, Children’s Activity & Childcare Provider across the North West, UK. We make a positive difference to thousands of children every week.

Multi-award winning, OFSTED registered, officially recognised by Her Majesty The Queen.

We are recruiting enthusiastic, passionate and motivated individuals to join our growing FUNDA team on a **FULL TIME** basis all year round.

Do **YOU** want to make a positive difference to children’s lives everyday?

Do **YOU** want to become a vital member of a growing team and well-known brand?

Do **YOU** love being outgoing, communicating and satisfying people?

Do **YOU** want to have an opportunity to develop your career and GROW as an individual?

As a vital member of the team the **Customer Care & Office Oporations** person is responsible for the planning, preparation, communication and execution in and out of the office the "**FUNDA WAY**".

You will fuldil your role fronting and protecting the FUNDA brand at our FUNDA Head Office, you will also have opportunities to socialise, meet, great and take care of our FUNDA customers outside of the office on a daily, weekly and termly basis.

You will make sure FUNDA loving customers, our office and team needs are fulfilled this would include and not limited to:

- Customer Care answering the phone, reply to emails and general office tasks.
- Reporting and managing feedback from customers on a daily basis.
- Making sure our FUNDA office is a creative clean and well organised and managed space.
- Attend regular meetings as part of our FUNDA management team.
- Develop new exciting ways to care for our FUNDA loving customers.
- Making sure tasks are followed through from the office to the front line.

**Tel:** 01282 686 670 **Email:** [Office@fundaplay.co.uk](mailto:Office@fundaplay.co.uk)

Office 12, Business First Centre, Empire Way, Burnley, BB12 6HH



- Creating and generating new partnerships and Public Relations Opportunities (PR)
- Meeting and greeting FUNDA business clients and customers at head office.
- Trained to support all social media and marketing channels.
- Grow and develop customer memberships and incentive programmes.

During term time you will be communicating and making sure all our FUNDA partnering primary schools and education clients are satisfied. You will also support all Holiday Camp & Childcare promotions, family registrations/bookings online customer channels.

Out of term time you will meet our FUNDA loving customers outside the office, you will also handle all customer communications and feedback making sure every customer is followed up in a professional, caring and loving manner.

You will be asked as part of your potential incentive and BONUS programme to execute our new FUNDA Family Club Discount programme launching in 2018/19 where you will have the chance to generate more income whilst impacting the local community.

#### **Essential Requirements:**

- Experience working alone and as a team in an office environment.
- Customer relations, office management qualifications/training or evidence.

#### **Desirable Skills**

- Business/ Enterprise skills
- Customer relations, referrals and brand awareness experience
- Social media experience in a business environment
- Telephone manner and communication
- Office and time management strategies

#### **Expectations**

- Motivation to protect the FUNDA brand
- Engage and communicate with every FUNDA loving customer
- Passion, enthusiasm and motivation for working as a team
- Team player with a willingness to adapt
- Leadership, time management and organisational skills
- Vibrant, fun, confident and outgoing personality
- Professional demeanor
- Flexible and vibrant
- Learns from constructive feedback
- Professional appearance, communication and language

#### **Benefits**

- Gain valuable business, office and customer relations skills
- Competitive pay structure with BONUS and incentive schemes available
- A Fun engaging career with opportunities for future growth/development
- Develop Skills for Education and Life
- FREE Childcare all year round\*

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All applications will subject to full safeguarding checks including a full enhanced DBS check.

You will be contacted by our FUNDA team if your application is successful, you will be asked to take part in our fair recruitment process/ the next stage.

Please make sure you send in your application with as much detail as possible, attaching your C.V

