

JOB DESCRIPTION

JOB TITLE:	Office Administration & Customer Care
SERVICE:	FUNDA
PROJECT:	Physical Education, Inclusion, Health & Well-being
REPORTING TO:	Phil Parker – C.O.O
RESPONSIBILITIES:	Planning, Preparation & Execution Of Office Administration & Customer Care
SALARY RANGE:	To Be Discussed

CONTEXT:

FUNDA Physical Education, Children's Activity & Childcare Provider is multi-award winning, Ofsted registered and officially recognised by Her Majesty The Queen.

FUNDA provide the ultimate, cost-effective physical activity based childcare. FUNDA is renowned for its education resources, services & programmes for children aged 4 to 11 years old.

'Our Mission Is To Make A Positive Difference To Children's Lives Every Day.'

FUNDA is recruiting enthusiastic, passionate, motivated and caring individuals to join our GROWING team part time/full time.

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

You will fill 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 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.
- 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 care role and all other programmes.

- Monitoring/accounting payments for all services and communicating with FUNDA finance team for school overdue invoices.

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.

ESSENTIAL REQUIREMENTS:

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

DESIRABLE 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 demeanour
- Flexible and vibrant
- Learns from constructive feedback
- Professional appearance, communication and language

BENEFITS:

- Gain valuable business, office and customer relations skills
- Competitive pay structure
- A Fun engaging career with opportunities for future growth/development
- Develop Skills for Education and Life
- FREE Childcare all year round* 4-14 Years

Phil Parker (Chief Operating Officer)

FUNDA
Business First Centre,
Empire Way,
Burnley,
BB12 6HA

t: 01282 479 835 e: phil@fundaactive.com
www.FUNDAactive.com

