Person Specification: CUSTOMER SUPPORT MANAGER

Please highlight how you meet the person specification by completing the table below.

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| **Skills and Abilities** | **Evidence** |
| Communication and Behaviour   * Professional, courteous, patient and polite even in challenging circumstances. * Excellent phone manner with the ability to build rapport quickly and deal with calls efficiently. * Strong interpersonal and communication skills (both verbal and written) * Behave in a professional manner upholding the BF values (honesty, respect and excellence) |  |
| General   * Resilience, self-confidence and ability to make things happen. * Excellent problem solving and decision-making skills. * Ability to work independently, remotely if required, as well as being part of a team. * Ability to work positively within a team both supporting others and being able to reach out to others for support. |  |
| Operational & Project Management   * Ability to manage time effectively and prioritise workload to meet deadlines. * A commitment to excellent management basics, responding to emails, keeping diaries up to date, escalating issues and risks, working collaboratively with the team and keeping line management up to date with activities and progress. * Good project management skills – including planning, resource management and budgeting. |  |
| **Knowledge** | |
| * Competent in the use of Microsoft Office with a confident and independent approach to improving these skills and learning new systems. (Staff will be expected to use Smartsheets, Zendesk and Sport80) |  |
| * Understanding and commitment to diversity, inclusion and equal opportunities. |  |
| * Understanding of safeguarding and welfare. |  |
| **Experience** | |
| * Customer service or service agent experience. |  |
| * Experience of designing and implementing process improvement. |  |
| * Experience of managing others to achieve common goals. |  |
| **Personal Disposition** | |
| * Positive outlook, with a desire to help people * Empathy for volunteers working to support sport * Self starter and motivated to deliver excellence |  |