**Systems Administrator**

**Reporting to the Commercial Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

*In this role you will be responsible for running the direct debit process twice a month. This includes the subsequent processes of ADDACS and AUDISS. The role handles a lot of data and requires you to be able to manipulate and format data to successfully collect our membership fees. You will look to build upon our current processes and look for continual improvement in all that you do. Furthermore, you will think about the impact of your role in the wider business, what does the business need? How can I help?*

*Gladstone is our current CRM system and whilst previous experience using this would be beneficial, there is no requirement for this. An attitude to learn on the job and become a Gladstone expert is what we are looking for.*

*We have an internal “ticket” process where operational staff report any issues that they are incurring when using the system. Your role will be to manage these tickets timely and effectively, escalating when needed to the Gladstone support desk.*

*You will not wait for issues to arise; you will constantly be looking for improvement in our systems and processes and updating our internal trainers in how best to roll our new procedures.*

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

|  |
| --- |
| 1. Process the membership direct debit twice a month (1st and 15th ) reconciling to the bank and ensuring our data is accurately maintained |
| 1. Responsible for maintaining accurate membership data |
| 1. Resolving the system issues raised on engage (internal helpdesk ticket system). Responding to them timely with feedback of how the issue was resolved and sharing of learned knowledge. |
| 1. Report on cancellations, ensuring they are captured and dealt with correctly in the direct debit run, including swimwell memberships |
| 1. Run weekly ADDACs reports turning the data into information that can be analysed and drive business decisions |
| 1. Run daily AUDDIS reports |
| 1. Provide support to all staff when using Gladstone systems, at site, in the customer hub or in the support office |
| 1. Challenge the way we do things currently and proposing well thought out processes for improvement |
| 1. Working with the systems trainer to ensure procedures are up to date and shared amongst the business |
| 1. Adhoc site support to help when needed/ configuration requests |
| 1. Maintain clean data that we can easily extract to communicate to members according to GDPR |
| 1. Assist with annual price reviews |
| 1. Build relationships with Gladstone and escalate new product developments to SLT with a considered view. |
| 1. Be proactive and responsive to ensure any gaps in learning are identified and addressed to ensure risks are mitigated |
| 1. Work with the operational and wider support team managers and colleagues to inspire, provide feedback and share best practice |
| 1. Look for continuous improvement in all that we do, ensuring we adopt best practice. To influence and embed change throughout Trafford Leisure. |

**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

|  |
| --- |
| **EDUCATION AND QUALIFICATIONS** |
| 1. Be fully proficient in MS Office and a user of Teams |
| 1. Strong Microsoft excel skills, able to manipulate and decipher large amounts of data |
| **EXPERIENCE** |
| 1. Previous experience of collecting and running a monthly dd |
| 1. Experience of using reports to interpret data and feedback to wider business |
| **SKILLS AND ABILITIES** |
| 1. Practical hands-on approach with a willingness to ‘roll their sleeves up’ |
| 1. Ability to be flexible to help deliver hands on solutions where required |
| 1. Ability to understand and interpret information |
| **KEY BEHAVIOURS** |
| 1. Ability to adapt and problem solve |

**13/09/24**