

FIRST CLASS PROfile

Systems Administrator

YOUR PERSONAL PROFILE

YOUR ACTIVITIES

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

YOUR SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

ESSENTIAL CRITERIA

We love to develop our people so even if you don't meet 100% of the essential criteria, we strongly encourage you to apply.

SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

1. Be fully proficient in MS Office and a user of Teams
2. Strong Microsoft excel skills, able to manipulate and decipher large amounts of data
3. Strong organisation and planning skills, with the ability to work under own initiative as well as within a team
4. Ability to travel to any of our sites, ideally with the use of a reliable vehicle and full UK driving license

5. Practical hands-on approach with a willingness to 'roll their sleeves up'
6. Ability to be flexible to help deliver hands on solutions where required in addition to planning
7. Has the necessary knowledge, skills and proficiency to excel in this role
8. Well organised with attention to detail and ability to lead others to achieve the same high standards
9. Ability to understand and interpret complex information and ambiguous situations
10. Sees change as a normal part of their working life, readily taking on changing priorities and adapting their way of operating to meet changing demands
11. Capable of operating autonomously sometimes within ambiguity, with the skills to manage and plan without clear guidelines

PERSON SPECIFICATION/QUALIFICATION

DESIRABLE

1. Driver's licence
2. Experience of Gladstone