

### **Job and Person Specification**

<b>Company:</b>	Xtra Mile Events
<b>Position:</b>	Participant Service Administrator
<b>Location:</b>	Hale Barns, Altrincham
<b>Contract Type:</b>	Temporary / Part time (22 hours per week, working core hours of 10am-3pm every day)
<b>Salary:</b>	£7.85/hour
<b>Start date:</b>	Immediately

---

### **Background**

Founded in 2007, Xtra Mile Events ([www.xtramileevents.com](http://www.xtramileevents.com)) is a professional sports event management company which organises triathlons, duathlons and running events across the North West, Wales and Yorkshire. Our flagship event is the ASICS Greater Manchester Marathon which in 2016 attracted over 12,000 runners and had an economic benefit of over £7million to the borough of Trafford. More recently, we have had the privilege of delivering the inaugural Manchester Half Marathon, held in October 2016.

Since April 2017, Xtra Mile Events have been part of Human Race – the UK’s largest mass participation event company, and in turn part of our parent company A.S.O, owners of the Tour de France.

### **Purpose of the Role**

Our community of participants is at the heart of Xtra Mile Events and we communicate with them in various different ways including e-comms, social media, telephone and digital. The Participant Services team make sure the highest level of customer satisfaction is achieved for every event participant; ensuring that customer experience matches the high level of brand experience that Xtra Mile Events are renowned for.

The role is varied, fast-paced, and at the heart of the day-to-day running of the company. We are looking for someone enthusiastic with a can-do attitude who has the skills and confidence to make a difference.

### **Key responsibilities**

#### **Customer Services**

- To be an office-based interface with competitors answering phone calls and emails
- To help shape the customer experience of the Xtra Mile Events online entry system
- To lead on the fulfilment of merchandise sales and race packs (including ordering of race numbers, timing chips, bike stickers etc..)
- Anticipating Customer Service increases and planning ahead effectively to ensure that customers are responded to in a professional and timely manner despite internal work pressures
- Respond to complaints, compliments and comments on all social media channels

**Other**

- Management of all lost property post events
- Ordering of all office stationary
- Any other administrative duties as identified by the company

**Key Relationships**

- With the Xtra Mile Events Team
- With the Participant Services Team at Human Race
- With the Xtra Mile Events event participants

**Skills and Experience Required**

**Critical skills needed**

- Excellent written skills with experience of writing informal customer-facing content
- Ability to communicate clearly and concisely, both orally and in writing
- Excellent Microsoft Excel and data handling skills
- Highly precise attention to detail
- Excellent planning and organisation skills with an efficient work speed
- Excellent time management
- Ability to deal with challenging customers and situations
- Empathy with the Xtra Mile Events customers
- Good judgement skills, flexibility, creativity, and sensitivity in response to changing situations and needs
- Desire to learn

**Competencies:**

- Self-confidence
- Proactivity
- Flexibility
- Problem solving
- Communication
- Goes the 'Xtra Mile'

**Desirable Experience:**

- Experience of Excel (Advance)
- Experience of Customer Service and dealing with difficult customers/situations
- Experience in creative public facing content writing
- Experience of Microsoft Office
- Previous work experience within a sports environment or knowledge of mass participation events would be an advantage but not required

To apply for this role, please submit a covering letter and CV stating how your experience is suitable for this role by 31<sup>st</sup> January 2018 via email to: [sarah.b@xtramilevents.com](mailto:sarah.b@xtramilevents.com)