

JOB SPECIFICATION

Membership Specialist – Online Chat (Seasonal March- Sep)

Full or part time hours available

Department: Membership

Reports to: Head of Membership

Location: Sheffield

About the Role

The Seasonal Membership Assistant is responsible for supporting the membership team throughout our peak season in delivering outstanding customer service via online communication (live chat) within a team whose mission is to provide a membership experience that positively impacts parents and children and increases membership sales.

Key Responsibilities

1. Prepare
 - a. Understand all aspects of the Kings Camps booking and membership services
 - b. Understand and help to deliver the sales and service targets
 - c. Work with Head of Membership to understand performance of current activities and develop new initiatives to improve customer experience and membership sales
2. Sell
 - a. Provide excellent customer service to both new enquiries and existing members
 - b. Maximise bookings from potential and existing members
 - c. Build our reputation with members by communicating Kings Camps values and personality consistently in all interactions
3. Support
 - a. Provide timely and appropriate response to enquiries, questions and complaints
 - b. Provide requested information to members via phone, email, post or other means
 - c. Process supporting families, group and business bookings in line with pre-agreed targets and with guidance from the Head of Membership
 - d. Provide regular reporting to the Head of Membership
 - e. Provide other support for marketing and membership activities as requested by the Head of Membership.

Ideal Personal Specification

- 1-2 years' experience in a customer service role
- Highly personable and a great team player
- High level of verbal and written communication with attention to detail
- Excellent computer skills
- Motivated by; and supportive of; the mission and values of the Kings Foundation

Rewards and Benefits

- Based at Sheffield Head Office

- Salary £21- 23k per annum/ pro-rata
- Flexible hours to optimise maximum engagement
- Hybrid working at our Sheffield Head Office, home-working
- Full time Office hours: 37.5 hours Mon-Fri within 8am-6pm. Membership support involves extended hours and weekend work at peak times during the year.
- 20+ days annual holiday pro rata (plus bank hols)
- Auto-enrolment company pension with employer contributions
- Subsidised school holiday childcare provision (for 5-15 years)
- Secure, free onsite parking at Sheffield Office
- Report directly to Head of Membership with monthly 1:1 meetings
- Annual performance review

About Us

Established in 1991, Kings Active Foundation is a UK registered charity with a vision of a world where children love being active, and a mission to get children active, having fun and learning together.

We're experts in using active games, sport and fun to connect with children via our activity programmes and we equip, enable and inspire others to deliver activity programmes.

We are a small team doing big things. We have a passion for our work and a desire to get more children active and improving their physical and mental wellbeing.

Our Safeguarding Promise

We're committed to safeguarding and promoting the welfare of children and young people. Safer recruitment is central to the way we work and all staff and volunteers are expected to share our commitment to safeguarding, always creating an environment where young people feel safe and can thrive.