



JOB SPECIFICATION

Membership Manager

About the Role

The Membership Manager is responsible for delivering outstanding customer service and maximising membership sales. Working with the Head of Sales, Service and Brand to deliver key Membership initiatives and line managing the Membership team. The Membership Manager is also a member of the Safeguarding Team and Behavioural Support Team.

Key Responsibilities

1. Prepare
 - a. Understand all aspects of the Kings Camps booking and membership services
 - b. Understand and deliver sales and service targets
 - c. Ensure all child details are accurate, updated and provided to relevant staff
 - d. Monitor performance of current activities and develop new initiatives to improve customer experience and membership sales.
 - e. Work with Head of Sales, Service and Brand to develop new initiatives and strategies and implement within Membership accordingly.
2. Sell
 - a. Provide excellent customer service to both new enquiries and existing members
 - b. Maximise bookings from potential and existing members
 - c. Proactive telephone calls to members to encourage bookings and gather feedback
 - d. 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 Sales, Service and Brand
 - d. Provide regular reporting to the Head of Sales, Service and Brand
 - e. Provide other support for marketing and membership activities as requested by the Head of Sales, Service and Brand.
 - f. Attend wider meetings as Membership representative
4. Management
 - a. Line manage membership team
 - b. Regular reviews with team members to discuss workload, performance and progress
 - c. Responsible for recruiting and training new members of the team.
 - d. Annual team reviews

Conditions of Work

- Based at Sheffield Head Office
- Salary £26,000 - £30,000 pa dependant on experience

- Flexible hours to optimise maximum engagement
- Hybrid working at our Sheffield Head Office, home-working
- 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 (increasing up to 25 days during length of service) plus statutory and additional discretionary holidays
- 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 Sales, Service and Brand with monthly 1:1 meetings
- Annual performance review

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 Active Foundation
- Experience working within SEND/additional needs and safeguarding would be beneficial

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 are 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 are 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.