



JOB SPECIFICATION

Customer Service Specialist

About the Role

We're looking for a Customer Service Specialist to join our busy Membership Team. You will develop relationships and engage with our key demographic – parents, guardians, schools and children – to provide outstanding customer service and increase membership sales, as well as supporting our charitable initiatives, processing bookings, dealing with payments, following up on concerns and ensuring we deliver on all our customer expectations.

Key Responsibilities

1. Prepare
 - a. Understand all aspects of Kings Active Foundation's mission, our values and strategy
 - b. Understand our processes and policies to represent the organisation and deliver exceptional customer service
 - c. Become fully orientated in Kings Camps booking and Membership services
 - d. Understand and deliver departmental sales and service targets
 - e. Monitor performance of current initiatives and support the development of new initiatives to improve the 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. Proactive outbound communication to members to encourage bookings and gather feedback
 - d. Represent the Kings Camps brand and values consistently in all interactions
3. Service
 - a. Provide timely and appropriate response to enquiries, questions and complaints
 - b. Provide requested information to members via phone, email, socials, post or other means
 - c. Seek and support the delivery of our charitable initiatives, group and business bookings in line with pre-agreed targets
 - d. Ensure all child details are accurate, updated and provided to relevant staff
 - e. Respond to online and external feedback through multiple platforms
 - f. Provide other support for Membership or other departments as requested

Conditions of Work

- Based at Sheffield Head Office
- Salary £24,000+ per annum dependant on experience
- 37.5 hours per week (Mon-Fri) within 8am-6pm but flexible to optimise maximum engagement (Our work involves extended hours and weekend work at peak times of the year)
- Hybrid working model between our Sheffield Head Office and home-working
- 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 Membership Manager with monthly 1:1 meetings
- Annual performance review

Ideal Personal Specification

- 1-2 years' experience in a customer service role
- Highly personable and a proactive team player
- Experience of working cross-departmentally and/or with external organisations
- High level of verbal and written communication with attention to detail
- Experience of compiling reports and data analysis
- Excellent digital and computing skills
- Motivated by; and supportive of; the mission and values of Kings Active Foundation

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.