



Membership Manager

About the role

The Membership Manager is responsible for delivering outstanding customer service and maximising Membership sales, delivering key Membership initiatives and line managing the Membership team. The Membership Manager is also a member of the Safeguarding Team and Behavioural Support Team.

KAF is a UK charity with a vision of a world where children love being active, having fun and learning together. We deliver 90% of our work through our industry leading, UK-wide sports and activity camps which help us to be present within UK communities, allowing us to deliver our vision and mission.

We're looking for someone who can express our commitment to world-class customer service and communicating the energy which we generate from our camps. We also looking for someone who has a keen commercial eye and is able to monitor our bookings, revenues and child numbers across all of our camp locations and programmes, keeping the organisation constantly updated on our progress throughout the year.

Your key responsibilities

- Understand all aspects of the Kings Camps booking and Membership services
- Understand and deliver sales and service targets
- Provide excellent customer service to both new enquiries and existing members
- Monitor sales and service, developing initiatives to improve sales and service
- Work with CEO to develop initiatives and strategies within Membership
- Maximise bookings from potential and existing members
- Ensure all child details are accurate, updated and provided to relevant staff
- Proactive telephone calls to members to encourage bookings and gather feedback
- Build our reputation with members by communicating our values in all interactions
- Provide timely and appropriate response to enquiries, questions and complaints

Kings Active Foundation is a UK registered charity (1105460 / SCO43119)

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Your key responsibilities continued...

- Provide requested information to members via phone, email, post or other means
- Process supporting families, group and business bookings in line with pre-agreed targets
- Provide regular reporting to the SLT and CEO
- Attend wider meetings as Membership representative
- Line manage Membership Team
- Regular reviews with team members to discuss workload, performance and progress
- Responsible for recruiting and training new members of the team
- Annual team reviews

About you

- At least 2-years' experience in a customer service role
- Previous experience in sales roles preferable
- Highly personable and a great team player
- High level of verbal and written communication with attention to detail
- High level of numerical skill, able to analyse data, create reports and recommendations
- Excellent computer skills
- Motivated by; and supportive of; the mission and values of Kings Active Foundation
- Experience working within SEND/additional needs and safeguarding would be beneficial
- Must be eligible to work in the UK

Our Culture & Benefits

Our People: Work in our like-minded, dedicated and passionate team that aligns with our mission and shared purpose - to get children active, having fun and learning together.

Salary: From £32,000 per annum, DOE

Pension: We offer more than the norm, with an enhanced pension and employer contributions (5%), and we also offer a Group Life Assurance Scheme.

Holiday: In addition to statutory holidays, we offer a generous starting holiday allowance of 25 days per annum with additional holidays being added after 2 years' service up to a maximum of 30 days per annum after 5 years' service.

Work Patterns: This is a full time role, typically 37.5 hours per week, within 8am-6pm Mon to Fri but, in the modern working world, flexibility is key and embracing peak demand at popular times of the year is required from our team.

Our Meetings: We start every week with a Monday Morning Meeting (MMM) for the whole team to connect and we're also deliberate about meeting formally every 3-4 months with a Quarterly Brief - each of these help with comms and provide every member of our team with development opportunities.

How we celebrate: We all gather at a monthly social with our monthly Friday Quiz and we also offer nominations and awards for those who exhibit our values each quarter.

Our Offices: We consider ourselves lucky to be in beautiful offices in a leafy suburb of Sheffield. We have free on-site parking, bike store and good public transport links. We're out of the hustle and bustle of the city centre, but there's plenty of local shops & cafes close by.

Discounts: We offer free places on our holiday programmes for your children (5 to 17 year olds), a cycle scheme, travel and social opportunities and a range of discounts and rewards, including charity worker benefits!

Training: As well as a bespoke onboarding plan linked to your new role at Kings, you'll receive market-leading Safeguarding training and a free disclosure check as part of our safer recruitment commitments.

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.

Safeguarding Commitment

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.