



Job Vacancy: Membership Services Advisor

Ref: BTF-DW-ME0122

Salary: £20,000 PA (Pro Rata) + Benefits + Pension

Contract: Open Ended, Part Time 2.5-3days/ week 15-21.75 hours

British Triathlon is the governing body for swim bike run activities in the UK. From driving medal-winning performances around the world, to supporting beginners embarking on their first ever swim bike run experience, we're on a mission to give everyone the opportunity to give triathlon a go.

We have a brilliant opportunity to be part of our team of Membership Service Advisors, made up of fantastic people passionate about giving the best experience to our members and the British Triathlon community. With almost 30,000 members, we believe that great customer service is key to our excellent retention rates. Every interaction with our members matters and is at the heart of what we do.

THE ROLE

Each day, you'll be:

- providing cutting-edge customer support to members, parents, clubs and potential new customers
- answering phone calls, emails and general enquiries - understanding the needs of the customer and offering solutions
- engaging in great conversations and proactively finding ways to enhance the customer experience
- performing general admin duties to keep our customer satisfaction levels sky high

WHO WE'RE LOOKING FOR

We are looking for an enthusiastic, motivated, and positive individual, experienced in delivering best in class customer service. You'll love talking to people on the phone, online and face-to-face and engaging with both members and other departments within the organisation. You'll enjoy problem solving with intention to reach the best possible outcome and going the extra mile to make people happy.

Ideally, you will also have experience of databases and using technology to deliver the most effective and efficient service. You'll be good under pressure, organised and willing to learn.

WHATS IN IT FOR YOU

In addition to your competitive salary, there are lots of other perks, including:

- 25 days holiday + Bank Holidays (Pro Rata)
- Flexible, hybrid working role.
- Pension scheme that's matched up to 6%
- Bupa Cashback Healthcare Scheme
- Treat yourself with PerkBox Discounts
- Fancy a new bike? Year-round Cycle to Work scheme available
- Discounts on Campus gym membership and access to world class facilities
- Free campus parking so you can park right by the front door

British Triathlon aims to promote excellence in our sport, and create opportunities for everyone to achieve their personal triathlon challenges.



The role will be based at the British Triathlon headquarters located at Loughborough University

Please see job description for a detailed outline of the role and person specification.

Informal enquiries can be made to Membership Manager, Charlotte Spice - email: charlottespice@britishtriathlon.org.

To apply:

Please send a CV and covering letter/video that explains what motivates you to apply and explaining why you feel you are right for the role by email to; hr@britishtriathlon.org. Should you require any adjustments to be made throughout the application process or upon appointment, please contact HR and we will make every effort to meet your specific requirements.

Closing Date: This role will close once sufficient suitable applications have been received, therefore early applications are encouraged.

Interview date: To be discussed following application.

British Triathlon is committed to equality of opportunity for all staff and applications from all suitably qualified persons are encouraged. Details of our Equal Opportunities Policy can be found on our website: www.britishtriathlon.org under 'About' and then 'Policy Documents'

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