JOB DESCRIPTION

TITLE:	**Membership Executive**
CONTRACT TYPE:	Fixed term maternity cover, part-time (3 days per week)
ORGANISATION:	British Triathlon and Triathlon England
DEPARTMENT:	Membership
JOB BASED AT:	British Triathlon Head Office, Loughborough
REPORTS TO:	Membership Manager
SALARY RANGE:	£23,000

POSITION OVERVIEW

Our Membership Engagement Team are the face of British Triathlon and the first point of contact for our members. As such, they are critical in delivering outstanding customer service and are at the heart of what we do.

In this role you will work with the Membership Manager to help lead the team in providing a professional and engaging experience for our members, striving to improve their experience of swim, bike, run by delivering excellent customer service. You will provide day-to-day support to members, clubs and other key stakeholders as well as offering project support to help improving membership acquisition and retention.

You will focus on the management and delivery of membership services and experience, as well as contributing to the wider strategic aims of membership strategy continually developing and improving our offering. The role will have ongoing engagement with other departments such as Regional Managers, Marketing and other key stakeholders therefore communications skills and relationship building are a must!

MAIN TASKS & RESPONSIBILITIES

- Support the Membership Manager in delivering membership campaigns and projects resulting in an outstanding membership offer and service to our core markets.
- Support the Customer service Team in delivering exceptional standards of customer service in line with brand values and deliver agreed goals and targets.
- Deliver compelling member communications in both print and digital, to increase engagement and retention of members such as monthly enews, including copy writing and proof reading.
- Handle inbound and outbound contacts with customers via email and telephone, and to be the first point of contact for British Triathlon customers.
- Promote relevant programmes and benefits to existing customers and potential prospects, including product developments and commercial partner initiatives.

- Recommend and develop improvements to programs and processes to provide a more efficient and effective customer service and enhance productivity of the team.
- Be responsible for database management including updating and monitoring the membership and club databases to ensure the data is accurate and up-to-date.
- Deliver knowledge training sessions for the team on products and services from across the organisation to ensure the team can deliver excellent customer service.
- Deliver member services including management of fulfilment, club affiliations and registrations in line with service level agreements.
- Support other areas of the organisation with customer service support as required, including Age Group services and major events.
- Support with budget tracking where appropriate.
- Attend events and expos with Membership Team to promote British Triathlon and partners.
- To act within the values adopted at British Triathlon where;

    We do what's right
    We are people centred
    We are inclusive
    We are ambitious

This is not meant to be an exhaustive list of duties. The need for flexibility is required and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to all policies and procedures. All staff should hold a duty and commitment to observing BTF's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and BTF policies/procedures.

PERSON SPECIFICATION

MEMBERSHIP EXECUTIVE

	ESSENTIAL	DESIRABLE
Qualifications/Education:		
GCSE Maths and English or equivalent	✓	
Knowledge, Skills & Experience:		
Previous experience of customer service	✓	
Confident in using technology such as Microsoft Office and CRM systems, including Excel for data manipulation	✓	
Knowledge of data protection and GDPR legislation	✓	
Proven organisational skills and the ability to manage multiple projects within tight deadlines	✓	
Excellent written, presentation and verbal communication skills	✓	
Experience of customer analysis and understanding to inform product innovation and continuous improvement	✓	
Knowledge / experience of working directly with volunteers		✓
Knowledge of the role of sports governing bodies		✓
Knowledge of the sport of Triathlon		✓
Personal Qualities:		
Excellent communication skills in written, verbal and electronic forms	✓	
Excellent customer service skills	✓	
Strong time management and excellent attention to detail	✓	
Well organised and able to prioritise workload	✓	
Strong interpersonal skills	✓	
Ability and willingness to travel within the UK with occasional overnight stays	✓	
Other:		
Possession of a valid UK driving licence with the use of a car (mileage allowance will be paid for business use)		✓