



Job Vacancy: Membership Services Advisor

Ref: MEM-JC-0721b

Salary: £18,500 per annum + Benefits + Pension

Contract: Open Ended, Full Time

We are on the hunt for an energetic Membership Services Advisor looking to start their career in membership. If you are interested in joining one of the fastest growing sports in the UK and have a passion for exceptional customer service then look no further, this role could be perfect for you.

As a key member of the team, you will be the direct voice to our community and will quickly become the eyes and ears of British Triathlon membership. Each day you will communicate directly with our members helping them with their queries. You will offer professional advice and a clear direction forward to support members at every level of the sport including Coaches, Participants, Parents, and potential new customers.

If you are customer focussed, have a passion for what you do and pride yourself on your ability to problem solve, then then we want to hear from you. You will need to be sharp, extremely organised, and most importantly a team player. In the perfect world you will already have some experience responding to customers by email or over the phone. Are you up for the challenge?

British Triathlon is the National Governing Body for Triathlon, Duathlon and Aquathlon in Great Britain, responsible for raising the profile and delivering medal-winning performances and helping everyone discover, enjoy and achieve in swim, bike, run. Triathlon knowledge is not essential for this role.

Please see job description for a detailed outline of the role and person specification. The role will be based at the British Triathlon headquarters, located at Loughborough University.

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

To apply:

Please visit www.britishtriathlon.org/about/vacancies for our application form, job description and equality form. A covering letter explaining why you feel you are suitable for the role, together with your completed application form and equality form, should be e-mailed to: hr@britishtriathlon.org. Please quote the reference number MEM-JC-0721b. Should you require assistance with the application process, please contact HR and we will make every effort to meet your specific requirements.

Closing Date: Midday 28 July 2021

Interview Date: Week commencing 9 August 2021

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.

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

