



Vacancy

Member Experience Assistant

About us

We are a premier racquets and lifestyle members' club set in 14 acres of beautiful grounds in the heart of Birmingham with a vision to deliver exceptional membership experience which promotes racquet sport and wellbeing.

What you'll be doing!

You will be part of a team that ensures every member feels a fantastic sense of belonging whenever they come to the club. You will be the first point of contact for members and visitors, delivering an exceptionally welcoming, friendly, knowledgeable and member-focused service, and playing a vital role in the recruitment and retention of members.

Key Tasks

- Ensure that members, guests and visitors receive a consistently exceptional service
- Maximise the recruitment of new members by ensuring a welcoming friendly response to new enquiries and delivering tours as necessary
- Ensure all new members feel welcomed and integrated into the Club
- Possess a thorough knowledge of the Club's services and facilities and use every opportunity to talk to members to increase their participation and engagement
- Take ownership of member feedback and commit to finding solutions for members

Who we are looking for

To be a successful member of our team you will need to be:

- A 'people' person – someone who enjoys meeting people from a diverse range of backgrounds and has the ability to think and walk in the shoes of our members.
- A person who thrives in a busy customer service and sales environment
- A great all-round communicator - whether that be face to face, on the phone or online – with excellent written skills
- A practical problem -solver
- Passionate about racquets sports, health and fitness

What we offer you!

- An opportunity to work in a premier racquets and lifestyle club
- A supportive environment which will help you grow your skills and experience
- Competitive basic salary with commission for sales
- 28 Days holiday
- Free use of all the club's sporting facilities, pools and fitness suite
- Free car parking
- Discount on meals

OUR PRINCIPLES

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- We act with integrity
- We will be honest
- We maintain a healthy & safe working environment
- We value our members
- We provide excellent service
- We act in the best interest of the club
- We will be accountable
- We will support each other

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job. (A full Job Description is available upon request.)

If you would like to be considered for this opportunity to develop your career with Edgbaston Priory Club and feel that you can offer the skills, experience, flexibility and qualities that we are looking for, please apply in writing requesting an application form, to: **Julie O'Hare, Head of Experience** at julie.ohare@edgbastonpriory.com

Commitment to Safeguarding

Edgbaston Priory Club acknowledges the duty of care to safeguard and promote the welfare of children and vulnerable adults. The Club is committed to ensuring safeguarding practices reflects statutory responsibilities, government guidance and complies with best practise and local authority requirements.

Don't hesitate - show us how your passion, drive and personality are the perfect fit to deliver exceptional experiences for our members!