

Vacancy

Member Experience Team Lead

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 lead a team that ensures every member feels a fantastic sense of belonging whenever they come to the club. You will be responsible for creating a team environment that delivers the highest levels of service, achieves new member sales and retention targets.

Key Tasks

- Ensure your team deliver a consistently exceptional service by possessing a thorough knowledge of the club and proactively resolving issues.
- 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
- Organise an effective rota for the Welcome Desk Team, managing sickness, absence and being the first point of call when issues arise.
- Coordinate the process for handling new member enquiries and booking tours
- Coordinate and undertaking tasks to support other departments, from administration through to design and social media.

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 with experience in a premier 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
- Experience of leading within a team environment
- Excellent organisational skills
- 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
- Annual Salary from £22k 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!