

# COME & BELONG

## EDGBASTON PRIORY CLUB

### JOB ROLE: MEMBER EXPERIENCE ASSISTANT

We're looking for people who embody our three values:



Inclusivity



Excellence



Caring

#### **JOB PURPOSE:**

You'll ensure that every member feels a fantastic sense of belonging whenever they come to the club by providing a welcoming, knowledgeable and member-focused experience. You will also play a crucial role in the recruitment and retention of members, undertaking tours, welcoming new members and ensuring they are making the most of their membership.

#### **You'll 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 a can-do positive approach who thrives in a busy customer service and sales environment
- Confident in the use of all technology and customer relationship management software.
- Positive, proactive with a solution-driven mentality to challenges
- Trustworthy, honest and a team player

Above all, we're looking for someone with enthusiasm and passion who wants to make a difference.

#### **What we offer you!**

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

Interested to find out more?

Contact Emily Lovell at [emily.lovell@edgbastonpriory.com](mailto:emily.lovell@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