

<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Membership Advisor	BH Live Active - Sir David English Centre	Customer Operations Manager

## About BH Live

**Champions of community engagement, health and wellness across Dorset, Hampshire, and London.**

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

[bhlive.org.uk](http://bhlive.org.uk)

## Summary of role

To offer a high-quality Customer Service ensuring that our customer's needs are fully met and exceeded both in terms of time given and information provided.

## Key responsibilities

- Provide a full customer service and assist and advise all customers in a polite and friendly manner, in order to make their visit to the centre an enjoyable experience.
- Work towards and achieve sales targets following the site sales, prospects and retention procedures.
- Attend marketing and sales events to promote membership at the centre.
- Collection, control and reconciliation of income in accordance with the centre's cash handling procedures.
- Provide advice and full and comprehensive information and membership packages available.
- Drive outreach opportunities in the local area.
- Actively work towards targets given on a month-by-month basis.
- Tour customers and potential members around the centre's facilities.
- Administer and maintain Membership Schemes and deal with queries relating to memberships from customers and Centre staff.
- Administer a computerised or manual Booking System.
- Assist with the administration of all centres courses, parties and activities.
- Present to the public a high personal standard of appearance and presentation in accordance with the centre's Staff Charter.
- Assist with general administrative duties including typing, preparation of literature and notices.
- Assist with the review and implementation of new systems applicable to the efficient operation of the area.
- Attend training courses as required to meet the needs of the business.

- Maintain the centre's cleanliness, in particular clean, tidy and organise all areas associated with the area.
- To be fully aware and adhere to the centres' Normal Operating Procedures/Emergency Action Procedures.
- To have an understanding of BH Live's Vision and Values and their aims and objectives.
- To assist with cover of any department within the centre as and when requested.
- Contact with customers face to face, on the telephone, Customer Assistants, Operations Managers, the finance team, our suppliers, all managers and other staff in the centre.
- Must be prepared to work as a member of a team, assist or carry out the duties of other colleagues within the centre and must be flexible in the approach to work to reflect the changing nature of the business.
- Any other duty as required by your line manager commensurate with the post.

### Skills and experience

Details	Criteria
Computer literate (Microsoft packages)	Essential
Practical experience dealing with customers on the front line	Desirable
Practical sales experience	Desirable
Knowledge of the leisure, health and fitness industry	Desirable
Ability to use own initiative	Essential
Excellent communication skills	Essential
Calm and level-headed under pressure	Essential
Passion to provide excellent customer service	Essential
Team Player with a positive attitude	Essential
Able to work unsocial hours including evenings and/or weekends	Essential
Qualifications	
GCSE or equivalent in English and Mathematics – Grade 4 or above	Essential

Owner: HR

Date updated/date effective from: 20.09.2024