

# bhlive

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| <b>Post Title:</b><br>Membership Advisor | <b>Location Base:</b><br>BH Live Active | <b>Reporting To:</b><br>Membership Manager |
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## 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.
- 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  |
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| 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

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| GCSE or equivalent in English and Mathematics – Grade 4 or above | Essential |
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Owner: HR

Date updated/date effective from: 22.08.2024