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 **Essential**

* GCSE grade 4-9 in English & Maths
* Excellent communication skills with a focus on listening and acute attention to detail.
* Well organised and able to prioritise workload
* Excellent administrative and customer service skills
* Ability to adapt and contribute to a changing environment.
* A strong teamwork ethic, with the ability to collaborate effectively.
* Confident in using a variety of technology such as Microsoft 365.
* Proven organisational skills and the ability to manage multiple projects effectively.

**Desirable**

* Knowledge of membership products and best practice
* Knowledge of sports governing bodies and Swim England
* Previous experience working in a customer service role.

**Values:**

We include

We are ambitious

We collaborate

We do what’s right

**Job Purpose:**

The purpose of this role is to be the face of Swim England and often the first point of contact for our members and customers. As such, they are absolutely critical in delivering outstanding customer service and are at the heart of what we do. In this role, we provide a professional and engaging point of contact for members, striving to improve our members’ experience by delivering excellent customer service.











**Job Title:** **Membership Engagement Advisor**

**Department:** Membership

**Reporting to:** Membership Engagement Manager

**Direct Reports:** None

**Location:** SportPark

**Skills and experience required**

**Key responsibilities**

* To support and serve all Swim England members, which include memberships across clubs, Institute of Swimming, Swim Schools and other relevant membership products.
* To engage in positive and friendly communications with new and existing members, as well as internal colleagues and other stakeholders through a variety of channels.
* Be comfortable answering enquiries in volume whilst giving each member the attention they need to ensure you provide relevant support.
* To grow your knowledge in all aspects of membership to ensure that the customer is given the best service possible. Being positive and open to new ways of working, ensuring that you adapt your style when dealing with customers.
* To support the wider team to ensure success in all department areas. Whilst ensuring all Swim England’s policies and best practices are followed.
* Identify areas of improvement within membership services and proactively look for solutions.
* To share a passion for aquatics and guide members through their Swim England journey, enabling them to make informed choices.
* Build and maintain an in-depth knowledge of membership systems in order to provide quality service and standard that our customers expect.
* Carry out any other duties within the scope, spirit and purpose of the job and proactively comply with organisation policies and procedures

Job Description