



British Taekwondo – Recruitment

MEMBERSHIP SERVICES OFFICER

Location – office based in Manchester

Contract type – Full time

Closing date - 12pm, Friday 19 April 2019

Interview date – 1 or 2 May 2019 in Manchester

Job Description

Hours: 37.5 hours per week

Salary: £18K per annum

British Taekwondo is the National Governing Body for Taekwondo across England, Wales, Scotland and Northern Ireland. Along with 17,000 membership, the sport has a thriving club and instructor network, and in collaboration with GB Taekwondo (the elite athlete and Olympic Programme organisation) as well as London and Manchester, has a series of world class events coming to Britain over the next 4 years.

British Taekwondo is the National Governing Body for Olympic Taekwondo in Great Britain and the recognised Member National Association of World Taekwondo. With a 17,000 membership across the whole of the United Kingdom, the martial art & sport has a thriving club and instructor network. British Taekwondo work in collaboration with GB Taekwondo (the elite athlete and Olympic Programme Organisation) who are bringing a series of World Class events to Britain over the next 4 years.

British Taekwondo is currently looking to recruit a Membership Services Officer who is key to providing first class customer service and maintaining a positive relationship with our members.

The successful applicant will:

- Have strong customer service and interpersonal skills.
- Be organised and self-motivated with the ability to multi-task.
- Have excellent I.T. skills
- Have an enthusiastic approachable personality and an ability to communicate effectively.
- Pay attention to detail and maintain the accuracy of data.
- Ability to work as part of a flexible, positive office team.
- Be passionate and committed to the development of British Taekwondo.

Key responsibilities

- Oversee the day to day administration of the Membership Hub (CRM membership database)
- To build relationships and support members as needed and be the main liaison contact for the database.
- Ensure accuracy of data in the Hub and assist with feedback for phase 2 development of the system.
- Event registration and assistance with the event audit process.
- Assist with Instructor registrations and administration of DBS application checks.

- Providing application support for Global licences for athletes and officials.
- Compliance with Data Protection and Privacy (legal and best practice) recommendations including GDPR.
- Handle data and personal information in a professional and confidential manner in compliance with policies and best practice.

Skills & experience

- Strong administrative background and customer service.
- Minimum of 2 years' experience in a customer service environment.
- Experience of working on digital systems and confident I.T. skills.

British Taekwondo welcomes applications from all suitably qualified individuals regardless of race, gender, disability, religion / belief, sexual orientation or age. Candidates must be able to prove their eligibility to work in the U.K.

How to apply

All correspondence, including any questions you may have, as well as your submission of CV and cover letter (outlining relevant experience and why you are suitable for the role) should be sent to recruitment@britishtaekwondo.org using "REF MEMBERSHIP SERVICES OFFICER"