



Community Officer (Membership)

About British Taekwondo

British Taekwondo is the National Governing Body for Olympic Taekwondo in Great Britain, serving a network of around 600 clubs across the United Kingdom. Our work supports and regulates club activity, competition and teams across martial arts, Olympic and Paralympic combat sport, and non-contact Poomsae. British Taekwondo also works closely with GB Taekwondo, the high-performance arm responsible for Olympic and Paralympic programmes.

British Taekwondo is committed to fair and effective recruitment and selection. We value diversity, work to eliminate unlawful and unfair discrimination, and make appointments on merit.

Applications are welcome from everyone, irrespective of age, sex, gender, sexual orientation, marital status, pregnancy, maternity, paternity or caring responsibilities, ethnic or cultural background, nationality, disability, religion or belief.

Location	British Taekwondo Head Office, Manchester Regional Arena, Etihad Campus, Rowsley Street, Manchester M11 3FF
Working arrangement	A hybrid home and office arrangement is currently in place. Reasonable travel may be required.
Salary	£25,000 to £26,000 per annum
Hours	37.5 hours per week
Contract	Full-time contract
Start date	ASAP

Main Duties and Responsibilities

General

To provide a warm, welcoming and helpful service to British Taekwondo members, clubs and anyone getting in touch with us. The role will be a friendly first point of contact, taking time to understand enquiries, provide clear support and help

people feel valued throughout their experience with British Taekwondo. The postholder will also support a range of wider activities as needed.

- Build and maintain positive, trusted relationships with members, clubs, coaches, volunteers and community partners.
- Deliver assigned services with a strong focus on accessibility, accuracy, responsiveness and member satisfaction, including:
 - Membership services and administration
 - Certification and licensing support
 - Safeguarding and welfare administration
 - Data, insight and service improvement
 - Community programmes, events and development initiatives
- Act as a welcoming and knowledgeable first point of contact, responding to enquiries by telephone, email, digital channels and in person.
- Take ownership of member queries from first contact through to resolution, keeping people informed and escalating issues appropriately.
- Provide clear, consistent and timely information about membership, services, programmes, policies and events.
- Listen to member and club feedback, identify recurring issues and recommend practical improvements to systems, communications and services.
- Support meetings, events and community initiatives that improve engagement, retention and the overall member experience.

The role will work flexibly across business areas to meet changing priorities and member needs.

Core Focus Areas

Membership

Typical activities

- Respond to membership enquiries by telephone, email, support desk and in person in a friendly, professional and solution-focused way.
- Guide members and clubs through applications, renewals, registrations, payments and account queries, explaining processes clearly.
- Maintain accurate member records and support the effective use of the membership and CRM systems.
- Monitor open enquiries and applications, follow up proactively and help ensure agreed service standards are met.
- Provide membership administration and customer support for:



- International licences
 - Club Welfare Officers
 - Events and community programmes
- Help create clear member communications, guidance and frequently asked questions that make services easier to understand and use.

Governance

Typical activities

- Provide routine administrative support to the governance and safeguarding teams, including collating information for referrals, setting up new Club Welfare Officers, and monitoring criminal record check applications and expiry dates.
- Promote good GDPR practice by handling personal information carefully and following agreed data protection procedures.
- Support the accurate recording, updating and secure storage of member and stakeholder information across approved systems.
- Assist with routine data requests, corrections and record checks, referring more complex matters to the appropriate lead.
- Help maintain data retention schedules and support the secure deletion or archiving of records when instructed.
- Check that information is shared only with authorised recipients and use approved secure methods when sending personal or sensitive data.
- Support the upkeep of consent, privacy and communication preference records where required.
- Identify and promptly report potential data breaches, misdirected communications or concerns about the handling of personal information.

Experience and Skills

- Experience of delivering high-quality customer service, ideally in a membership, sport, charity or community setting.
- Confident handling enquiries across telephone, email, digital channels and face-to-face contact.
- Experience of using CRM, membership management, or other digital administration systems. Experience of Sport:80, or a similar membership platform, would be advantageous.
- Strong written and verbal communication, with the ability to explain processes clearly and adapt to different audiences.



- Understanding of membership journeys, renewals, retention and the factors that create a positive member experience.
- Accurate data entry, record keeping and information handling.
- Ability to manage competing enquiries, prioritise effectively and follow issues through to resolution.
- Experience engaging positively with people from a wide range of backgrounds.
- Practical problem-solving skills and a commitment to continuous service improvement.
- Awareness of safeguarding expectations within UK sport and the ability to support safe, inclusive and respectful member services.

Competencies

- Member focused: understands member and club needs and works to make every interaction straightforward, helpful and positive.
- Approachable communicator: listens carefully, communicates clearly and treats every person with patience, respect and professionalism.
- Ownership and follow-through: takes responsibility for enquiries, provides updates and works towards timely resolution.
- Accuracy and reliability: maintains high standards in records, applications, communications and service administration.
- Collaborative: works effectively with colleagues and subject specialists to give members joined-up support.
- Solution focused: identifies barriers, resolves problems calmly and knows when to escalate.
- Improvement minded: uses feedback, enquiry trends and data to improve communications, processes and the member experience.
- Adaptable: responds positively to changing priorities while maintaining consistent customer service.

How to Apply

Please submit your CV and a covering letter outlining your relevant experience and why you are suitable for the role.

Send applications to: recruitment@britishtaekwondo.org

Closing date for applications: Friday 16th October at 5pm.



Right to work in the UK: Applicants must already have the legal right to work in the UK. British Taekwondo is unable to provide visa sponsorship for this role. Any offer of employment will be conditional on satisfactory evidence of the applicant's right to work in the UK, in accordance with applicable UK immigration and employment law requirements.

Early closure of vacancy: British Taekwondo reserves the right to close this vacancy before the advertised closing date if a suitable candidate is appointed. Applicants are therefore encouraged to submit their application as early as possible.