



SUPPORTING OUR COMMUNITIES TO THRIVE

Our Values: Positivity - Integrity - Excellence - Welcoming - Entrepreneurial

CUSTOMER EXPERIENCE ASSISTANT

You will be part of our friendly front of house team at the Greenway Centre, welcoming our visitors, members and providing an exceptional customer experience. Working with our Customer Experience Manager you will assist in expanding and delivering the event's programme. Reporting to the Customer Experience Manager you will join a dynamic and growing work force and organisation, dedicated to the wellbeing of our communities.

Location: Greenway Centre, Bristol BS10

Salary: £19,878 - £20,681 pro rata

Contract type: Permanent

Hours: 25 hours per week, Monday to Friday (16:00—21:00)

Holiday: 33 days annual leave (inclusive of Bank Holidays) pro rata

Benefits: Occupational pension, free membership to Greenway Gym and classes

Contact: For further information on Southmead Development Trust please go to www.southmead.org or to arrange an informal chat contact Claire Wingate, email: clairewingate@southmead.org, or telephone 0117 950 3335

How to apply: Using the person specification as a guide, please email a one page covering letter telling us why you'd like the role, and a CV to clairewingate@southmead.org

Deadline: 09:00am - Friday 11th February. Interviews are likely to be on Monday 14th February 2022

About us

We're Southmead Development Trust, a charity made up of staff, volunteers and residents who work together to achieve our vision of a thriving community. We improve health, wellbeing, local pride, and employment. We bring business and investment to the area.

Our three sites – Greenway Centre, Southmead Youth Centre and Southmead Adventure Playground, are much-loved local venues that provide inspiring spaces for events, meetings, training and business. We run or host an exciting programme of events ranging from conferences and sporting events, to creative writing, dancing and pantomimes. Our customers join a fun, welcoming community and enjoy our large café and newly refurbished gym.

This year has seen our profile grow and our role in the community become more essential. We've coordinated a massive local response to the Pandemic and become a vaccine hub. Now we need to rebuild activities and events across our sites, bringing in new customers. This important role will help us make even more difference.

About you

- You will have a experience in working in a sales/customer service/event role.
- You can multi-task and respond to a variety of enquiries in a calm, friendly and confident manner busy
- You are creative, enthusiastic and enjoy planning, developing and delivering events
- You have exceptional inter-personal skills; you will be passionate about people, customers, community and the work of the Trust to ensure the best possible experience is had by everyone who visits the Greenway Centre
- You will have excellent IT skills, be able to pick up new systems quickly
- You will embody our values of: Positivity - Integrity - Excellence - Welcoming - Entrepreneurial

Southmead Development Trust, Greenway Centre, Doncaster Road, Bristol, BS10 5PY.

telephone: 0117 950 3335 email: info@southmead.org www.southmead.org

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