



SUPPORTING OUR COMMUNITIES TO THRIVE

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

CUSTOMER EXPERIENCE ASSISTANT – WEEKEND

An important part of the front of house team at the Southmead Development Trust ensuring that we offer exceptional customer service. You will be a point of contact for our many customers, gym members, staff, tenants and visitors.

- Location:** Greenway Centre and Southmead Adventure Playground, Bristol BS10
- Salary:** £19,480 per annum pro rata
- Contract type:** Permanent
- Hours:** 17 hours per week (Saturday 08:45 – 17:45, Sunday 08:45 – 17:45) with frequent opportunities for overtime on weekdays and evenings.
- Holiday:** 33 days annual leave (inclusive of Bank Holidays)
- Benefits:** Occupational pension, free membership to Greenway Gym and classes
- Contact:** For further information or to arrange an informal chat contact Sam Garbett on samgarbett@southmead.org or 07377 663457
- How to apply:** Please email a CV and a supporting Cover Letter (one page) to samgarbett@southmead.org
- Deadline:** 08:00am - Friday 20th May 2022. Interviews will be during the w/c Monday 23rd May 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. Customers enjoy a fun, welcoming community with a large café and newly refurbished gym. So much more can be done to maximise and continually diversify the use of these spaces.

We've coordinated a massive local response to the pandemic and our role in the community become more essential. Now we need to rebuild activities and events across our sites, bringing in new customers.

About you

- You are looking for a role where every day you are helping change people's lives for the better
- You will be an excellent communicator and multi-tasker
- You will be able to think-on-your-feet, problem solve and excited about learning new things
- You will be comfortable working with IT and inputting information into a database
- You will enjoy working with a diverse group of people, building relationships and providing great customer service
- You like being physically active, taking on a variety of tasks and responsibilities throughout your working day
- 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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