



# SUPPORTING OUR COMMUNITIES TO THRIVE

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

## CUSTOMER EXPERIENCE ASSISTANT

This is a vital role as part of our front of house team which ensures exceptional customer service. You will be a point of contact for our many customers, project participants, gym members, staff, site tenants and visitors.

- Location:** Greenway Centre and Southmead Adventure Playground, Bristol BS10
- Salary:** £19,480 per annum pro rata
- Contract type:** Permanent
- Hours:** 23.5 hours per week:  
**Tuesday, Wednesday, Thursday** - 16:00 - 21:00  
**Sunday** - 08:45 – 17:45  
with frequent opportunities for overtime on weekdays and evenings
- Holiday:** 33 days annual leave (inclusive of Bank Holidays) pro rata
- Benefits:** Occupational pension, free membership to Greenway Gym and classes
- Contact:** For more info or to arrange a chat contact Sam Garbett, email: [samgarbett@southmead.org](mailto:samgarbett@southmead.org) or tel: 07377 663 457
- How to apply:** Please email a CV and a supporting Cover Letter (one page) to [samgarbett@southmead.org](mailto:samgarbett@southmead.org)
- Deadline:** 08:00 - Friday 8th July 2022. Interviews will be held during the week of Monday 11th July 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 sites – Greenway 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 coordinated a massive local response to the pandemic and our role in the community become more essential. Now we need to continue to rebuild activities and events across our sites and to welcome new visitors.

## 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 be eager to learn 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 and 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](mailto:info@southmead.org) [www.southmead.org](http://www.southmead.org)**

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