

Customer Service & Community Engagement Coordinator

- Part-time, 22.5 hours per week.
- Requiring a combination of evening/weekend work and core business hours.
- Salary circa 22k per annum pro rata.

ACCOUNTABLE TO: Centre Manager

RESPONSIBLE FOR: Volunteer and additional reception staffing.

JOB SUMMARY: Responsible to the Centre Director and Centre Manager, to support the day to day running of the Centre. To oversee and continue to develop a community programme including low-cost classes, outreach projects, free talks and events. To build a network of corporate and community partnerships. To further the Centre's charitable aims in the local community, and realise its ambitions of becoming the most inclusive and accessible community resource possible.

PERSON SPECIFICATION

- Strong customer service skills, excellent communication & people skills.
- Enjoy multitasking and able to effectively prioritise in a busy working environment.
- Organised with excellent attention to detail.
- Practical and proactive approach to problem solving with lots of common sense.
- Able to handle difficult situations with ease & remain calm & positive under pressure.
- Plenty of initiative, able to innovate and find creative and unique ways to improve working methods.
- Outgoing and confident personality and positive attitude.
- Experience in a sales role, confident building relationships with suppliers and delivery partners.
- Able to maintain professional boundaries and a professional demeanour.
- Flexible attitude to work hours to accommodate the needs of the business.
- Confident with IT systems and experience using CRMs e.g MindBody or similar.
- Experience in fund-raising and/or writing grant applications desirable.

JOB DESCRIPTION

General Tasks & Responsibilities

- Key holder, responsible for the safe running of the building. This means attending the building where required in emergencies, which may be out of hours.
- Basic customer service duties including answering queries, taking bookings and payments. This may be done remotely or from the Centre reception as per the organisation's requirements.
- Know and promote the BNHC product when with students/prospective customers.
- Setting up and managing updates to the timetable of classes on MBO.
- Assist the manager with building/caretaker tasks to ensure Health & Safety requirements are met and to ensure the building is well maintained: warm, welcoming, clean, tidy.
- Teacher liaison - communicating with teachers as needed.

- Manage last minute timetable changes - e.g. teacher cover, class cancellations, communicating with students
- Collecting feedback - formal and informal - digesting it and either passing it up the chain and/or taking appropriate action.
- Recruit, hire and supervise BNHC volunteers for reception cover including rota and training.
- Coordinate the studio bookings diary/external room hire.
- Stock take and sales for merchandise.
- Manage small operational budgets as needed.
- Assist the manager with teacher payroll and invoicing as required.
- Complete additional admin tasks that arise to ensure the smooth running of the centre e.g filing, paperwork, stocktake.
- Be aware of all department tasks and responsibilities and able to deputise for the manager when needed.

Specific Community Engagement Tasks & Responsibilities

- Raise the profile of the Centre in the local community – may require visits off site, remote or in person meetings.
- Coordinate BNHC participation in promotional events, including participating in and arranging staff and volunteer support at these events (usually weekends).
- Research and develop new outreach community partnerships.
- Develop new income streams through building a bank of corporate partners to whom we provide classes/events to support their employees' well-being.
- Research funding opportunities for BNHC's outreach and charitable work and feed back to Community Working Group/Board of Trustees.
- Liaise with and assist Marketing Consultant to promote and spread awareness of our outreach work to our current students and local community.
- Coordinate teacher rotas and room hire for outreach classes.
- Liaise with and assist Centre Manager and Marketing Consultant to put together packages, info & promo material for new partnership/community engagements.

Tasks and responsibilities may change and develop in line with the requirements of the role.