



TONBRIDGE
SCHOOL

Membership Manager Tonbridge School Centre



THE DEPARTMENT AND POST

The Membership Manager sits within the Centre's operational team, reporting directly to the TSC Assistant Manager and playing a key role in the commercial success of the Members' Club. The role is responsible for delivering a high-quality leisure experience to members, pupils, staff, and the wider community, combining excellent customer service with strong operational standards. Working closely with colleagues across Reception, Marketing, and Centre Operations, the postholder will help ensure the smooth day-to-day running of the facility while maintaining a welcoming, safe, and professional environment.

This post is central to driving membership growth and retention, with responsibility for leading all membership activity. The Membership Manager will develop and deliver an effective sales and marketing strategy, set and achieve ambitious targets, and maximise opportunities to convert enquiries into active members. The role requires regular monitoring of performance, including reporting on sales activity and analysing local market conditions and competitors to inform decision-making. Close collaboration with the Marketing Manager will ensure that promotional campaigns and materials effectively support membership growth.

In addition to its commercial focus, the role has significant operational responsibilities. The Membership Manager will oversee membership administration and data management, ensuring accuracy, compliance, and effective use of the Centre's leisure management systems. The postholder will also support Reception and contribute to the wider running of the Centre, including handling enquiries and complaints, maintaining high standards of customer care, and ensuring adherence to health and safety, safeguarding, and security procedures. Flexibility is essential, as the role includes working evenings and weekends to support peak operational hours.



JOB DESCRIPTION

Job Title: Membership Manager

Reporting to: TSC Assistant Manager

Main Purpose: To develop and grow the Members' Club, ensuring membership sales targets are achieved and retention remains strong through the planning and delivery of an effective sales and marketing strategy.

MAIN DUTIES

- To take a lead role in the management of membership activity, driving sales performance and setting and achieving membership targets.
- To develop and implement an effective membership sales plan.
- To provide weekly sales performance updates to management.
- To maximise conversion of prospective members through the Centre's free trial, tour, and enquiry processes.
- To coordinate with the Marketing Manager in planning advertising and promotional materials.
- To take accountability for subscription retention and ensure retention targets are achieved.
- To analyse and maintain an understanding of local competitors and market conditions.
- To take responsibility for member data held within the Centre's leisure management system, including membership records and files, course enrolments, data protection compliance, and report production.
- To work shifts that cover the Centre's busiest operating hours, including evenings and weekends.
- To support and supervise Reception as part of a consistent rota pattern.
- To support the day to day running of Recre8, dealing with appropriate requests and administrative tasks received through Reception.
- To handle enquiries and complaints in a calm and professional manner, escalating any concerns to the Assistant Manager where appropriate.
- To maintain a full understanding of the Centre's health and safety procedures and ensure compliance at all times.
- To ensure access control procedures are followed and to help maintain the security of the Centre at all times.
- Undertaking any other duties as requested by the Line Manager.

CONFIDENTIALITY

The successful candidate must maintain the confidentiality of information regarding the School, its staff and its business. Information must not be communicated to other persons in or outside the School except in the recognised course of their duties.

CHILD PROTECTION

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he or she is responsible, or with whom he or she comes into contact will be to adhere to and always ensure compliance with the School's Safeguarding and Child Protection Policy. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he or she must report their concerns to the Designated Safeguarding Lead or to the Headmaster.

PERSON SPECIFICATION

Skills and Abilities

- Well-presented with a friendly and approachable manner.
- Excellent customer service skills.
- Excellent verbal and written communication skills with an ability to deal with a wide range of people including School staff, boys, parents and members of the public in a professional and friendly manner.
- Fully computer literate and confident with various computer systems (Microsoft Office, OneDrive, Teams, Firefly etc.), and with the ability to effectively use technology tools.
- A confident person who is customer focussed and target driven.
- Excellent processing skills and strong attention to detail and accuracy.
- Excellent telephone manner.
- A determined self-starter with ability to see jobs through to completion.
- Proven problem-solving, planning, decision making, and organisational skills.
- A proactive and 'can do' attitude with a positive outlook.
- Excellent time management skills with the ability to multi-task and work under pressure in a busy environment.
- Awareness of issues involved in working within an educational environment.

Knowledge and Experience

- Sales and/or Customer Service experience.
- Knowledge and experience of Leisure facilities' operation.
- Knowledge and experience of Centre operations including Health & Safety, Reception, cash handling and customer service would be an advantage.
- Knowledge and experience of a Leisure Management booking/membership system would be an advantage.
- Experience of working effectively as part of a team.
- Experience of working in an educational setting would be an advantage but is not essential.

Qualifications

- A sales related qualification or CPD would be an advantage but is not essential.

HOURS OF WORK

This is a full time, all year-round post of 40 hours each week, based around a shift system which includes evenings and weekends.

Example shifts include:

- Monday to Friday: 7:30 am to 4:30 pm, 9:00 am to 6:00 pm, or 11:30 am to 8:30 pm
- Saturday and Sunday: 8:45 am to 7:00 pm

Weekend work is required one in every four weekends.

REMUNERATION AND BENEFITS

An annual salary of £30,739.00.

Generous benefits package including:

- Pension scheme
- Annual leave plus statutory bank holidays
- CPD opportunities
- Lunch provided free of cost during term time
- Staff fee remission
- Staff car parking

- Subsidised Sports Centre membership (staff rates)
- Subsidised EMF Theatre tickets (selected performances)
- Membership of the School Library

Tonbridge School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to any post, including checks with past employers and the Disclosure and Barring Service.

APPLICATION PROCESS

SUBMITTING AN APPLICATION

Full details and an application pack may be found at:

<http://www.tonbridge-school.co.uk/jobs>

Apply via our online application form or, send your completed application form to:

hrdept@tonbridge-school.org

01732 365555

Closing Date: Wednesday 29 April at 12 noon

We reserve the right to interview and appoint prior to the closing date for applications, so early applications are encouraged.

**TONBRIDGE
ONLY CONNECT**

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TONBRIDGE-SCHOOL.CO.UK

Tonbridge School is a registered charity No. 1097977

The information contained in the brochure is accurate at the time of going to press