



JOB VACANCY

Assistant Customer Experience Manager

CENTRE: Pontypool Active Living Centre / Pontypool Ski Slope

SALARY: 23,000 per annum

CONTRACT: Permanent – Average of 37 hours per week

Torfaen Leisure Trust are currently seeking an ambitious and self-motivated individual to take on this centre management role and someone who is ready to promote our values. The successful candidate will be responsible for supporting Health & Safety, driving customer service and supporting the team. This is an excellent opportunity for an individual looking to enhance their career in leisure facility management.

We require someone who:

- Has experience in supervisory roles at a busy leisure centre, gym, or health club
- Can demonstrate exceptional time management and deadline compliance
- Be confident in promoting high customer service levels
- Drive participation, usage and membership sales
- Be confident in promoting the Trust's values
- Create an environment where colleagues can achieve their potential
- Lead and bring on a diverse team of colleagues
- Have excellent written, verbal and IT skills
- Thinks outside the box to drive income whilst maintaining expenditure control

If you think that you have something to offer us, please apply or request further information from the contact details below. Torfaen Leisure Trust promote good colleague benefits to support the team and there are excellent opportunities for personal development. You will get to work in an area in the business that needs innovative ideas, and a new way of thinking to attract new business to both Pontypool Active Living Centre and our very own ski slope.

Application forms and further information can be obtained from:

Recruitment, Cwmbrian Stadium, Henllys Way, Cwmbrian, Torfaen NP44 3YS

Telephone 01633 628935 Email: recruitment@torfaenleisuretrust.co.uk

Previous applicants need not apply.

CLOSING DATE: Midday Friday 14th May 2021

