



RECRUITMENT PACK

CUSTOMER ENGAGEMENT COORDINATOR

MyActive Biddulph



myactive.uk/Careers



ABOUT MYACTIVE



At MyActive, our purpose is simple: improving lives through movement.

We provide active wellbeing services across the Staffordshire Moorlands and High Peak, with facilities in local communities including Cheadle, Biddulph, Buxton, New Mills and Glossop.

We're evolving from a traditional leisure provider into a broader active wellbeing service. That means creating welcoming places where people can move more, feel better and connect with others, whatever their age, ability, background or starting point.

Our work also reaches beyond our centres. We work with local partners and communities to support people experiencing health inequalities, long-term health conditions and isolation. And we're continuing to grow.

We're investing in our people, facilities and services as we build a modern active wellbeing organisation that reflects what our communities need.

Our purpose

Improving lives through movement.

Our mission

To create inclusive, welcoming environments which nurture health, wellbeing and community.

Our four values are Inclusive, Community, People focused and Collaborative, with good communication running through everything we do.





CUSTOMER ENGAGEMENT COORDINATOR

About the role

As Customer Engagement Coordinator at MyActive Biddulph, you'll help shape the experience customers have from the moment they first get in touch.

Working across reception and sales, you'll build relationships, support the team and make sure customers receive a consistently warm and professional welcome.

You'll also help turn enquiries into memberships, promote our programmes and services, support retention and find new ways to encourage more people to get involved.

Location

MyActive Biddulph

Salary

£28,000 FTE (Pro rata
24 hours)

Reports to

General Manager

About you

You're a confident and approachable people person who enjoys creating great customer experiences. You'll have experience in customer service and sales, be comfortable working towards targets and know how to turn an enquiry into a positive conversation.

You'll be organised, proactive and able to handle feedback or problems calmly, while supporting colleagues to deliver the same high standards. Most importantly, you'll care about people, enjoy building relationships and share our belief that movement can make a real difference to people's health and wellbeing.

What you'll be doing

This is a varied, hands-on role where you'll spend plenty of time talking to customers and supporting the team. You'll respond to enquiries and feedback, help resolve problems and make sure people receive the right information and support.

Alongside this, you'll actively promote memberships, programmes and services, support local marketing and community engagement activity, and keep an eye on sales, conversion and retention performance. You'll work closely with the Customer Engagement Lead and colleagues at Biddulph to identify where we can improve, while also helping train and support front-line colleagues so every customer receives a consistently positive experience.

View the full job
description and person
specification and apply here:

myactive.uk/Careers



Ready to make a difference?

A great customer experience can start with something as simple as a friendly welcome, a helpful conversation or taking the time to understand what someone needs. As our Customer Engagement Coordinator, you'll help turn those everyday interactions into lasting relationships, supporting people to discover the activities and services that are right for them.

If you enjoy working with people, have a positive approach to sales and service and want a role where you can genuinely influence the customer experience, we'd love to hear from you.

Why join MyActive?

MyActive is growing, with continued investment in our facilities, services and people as we develop into a broader active wellbeing organisation. We want our colleagues to have a genuine voice in shaping how we work and the experiences we create for our communities. In this role, you'll have a real opportunity to influence the customer journey at MyActive Biddulph, helping us understand what customers need, improve how we engage with them and encourage more people to make movement part of their lives.

It's a great opportunity to develop your experience across customer engagement, sales and service while being part of an organisation with a clear community purpose.

You'll also benefit from:

- Access to our MyActive facilities
- Ongoing professional development and training
- Opportunities to contribute to regional wellbeing initiatives
- A supportive and collaborative workplace culture

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