



RECRUITMENT PACK

CUSTOMER ENGAGEMENT ASSISTANT -
MYACTIVE LEEK



myactive.uk/Careers



A MESSAGE FROM OUR MANAGING DIRECTOR

Thank you for your interest in joining MyActive in what can only be described as a career-defining opportunity to become the General Manager of MyActive Leek.



About MyActive

Established in October 2024, by Staffordshire Moorlands District Council together with its strategic alliance partner, High Peak Borough Council, we are a community focused, active wellbeing company established with a purpose of helping local people to move more.

We have the privilege of operating a wide range of facilities and services across the Staffordshire Moorlands and High Peak areas, in the attractive market towns of Cheadle, Biddulph, Buxton, New Mills and Glossop. Our life changing services also reach out to communities, collaborating with local systems and partners to help tackle inequality, long term health conditions and isolation.

This exciting opportunity in Leek offers the chance to lead what is essentially a brand-new facility from day one, preparing for its opening, assembling a new team, creating engaging, life-changing experiences and building a high performing culture which has people and community impact at its heart.

Our future is bright; together with our Council partners, we are investing in our people and facilities, which makes this a perfect time for you to join us.



Rob Wilks

MyActive

ABOUT MYACTIVE LEEK



MyActive Leek sits within the beautiful green space of Brough Park, in the heart of the Staffordshire Moorlands. Designed not just as a leisure centre, but as a welcoming anchor for the whole community; a place that supports people to move more, feel better and live healthier lives day to day.

The transformation of MyActive Leek, led by Staffordshire Moorlands District Council, is one of the most ambitious projects in our journey towards modern, inclusive active wellbeing service. The £17 million project has been funded by £10.8m from the UK Government, £3m from the Council, £1.8m from Sport England and over £1.1m from Salix for decarbonisation measures.

When it opens in Summer 2026, MyActive Leek will offer a thoughtfully designed indoor and outdoor spaces which encourage movement, fun, prevention, rehabilitation, community connection and friendship. The facility will include:

- 25m main pool and separate teaching pool
- Extended fitness suite and group exercise studios
- Adventure soft play with party area
- Active wellbeing suite to support new to exercise or health-based referral programmes
- Spaces that enable family activity, inclusive programming and partnerships with local health, education and community organisations
- A centre layout that puts accessibility, comfort and member experience at the heart of every visit





CUSTOMER ENGAGEMENT ASSISTANT

About the role

We are seeking a motivated and confident individual who will play a key role in delivering MyActive's core purpose with an unwavering commitment to our shared organisational values and agreed behaviours.

You will be instrumental in delivering an outstanding customer journey and memorable experiences, promoting the benefits of movement and physical activity to improve health and wellbeing within the community.

This role requires proactive collaboration with customers, colleagues, and partners to ensure MyActive remains the service provider of choice, all while maintaining an unwavering commitment to our shared organisational values and core purpose.

As part of our One Team approach, deliver outstanding customer-focused experiences which promote the benefits of movement and physical activity in maintaining positive health and wellbeing and in tackling health inequity.

Location

MyActive Leek

Salary

£12.71/hr

Reports to

Duty Manager/ General Manager

What you'll be doing

- Provide a professional, welcoming, and customer-focused front of house service
- Support customers with enquiries, bookings, and payments
- Provide administrative support to programme leads (e.g. Swimming Lesson Coordinators, Fitness Instructors)
- Manage bookings, waiting lists, and respond to customer queries
- Support customer engagement for programmes, ensuring timely and professional communication
- Maintain accurate records of programme participation and customer data
- Monitor office stationery and consumables, arranging replenishment with external suppliers as needed
- Ensure reception and front of house areas are clean, tidy, and welcoming
- Operate communication systems, including telephone and public address system
- Share messages and information effectively with colleagues across the site
- Work flexibly to support colleagues and cover duties across customer service areas as required

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

myactive.uk/Careers



About you

As a customer-focused individual, you are reliable, flexible, and fully committed to serving as a professional ambassador for MyActive, championing our organisational culture, values, and dedication to promoting diversity, inclusion, and health and wellbeing.

You are a collaborative team player with excellent communication and organisational skills, able to deal effectively with people at all levels, maintain strong working relationships, and exercise the utmost confidentiality and sensitivity where required.

As an ambassador for MyActive, you will embody our culture and values, championing diversity and inclusion, and showing flexibility by working across various shifts to ensure outstanding customer-focused experiences.

Furthermore, a strong commitment to continual professional development is essential to keep your expertise current in the world of fitness and wellbeing.

Why join MyActive?

At MyActive, we believe in the power of movement to transform lives. We're proud to deliver services that go beyond fitness. We are passionate about tackling health inequalities, building community connections, and supporting wellbeing for everyone.

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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