

# JOB VACANCY



Torfaen  
Leisure Trust  
Ymddiriedolaeth  
Hamdden Torfaen

## 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 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 and take the next step in leisure management.

### **We require someone who:**

- Has experience in supervisory roles at a busy leisure centre
- Can demonstrate exceptional time management and deadline compliance
- Be confident in promoting high customer service
- 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
- Can think outside the box to drive income and control of expenditure

If you think that you have something to offer us, please apply or request further information from the below contact details. Torfaen Leisure Trust promote good colleague benefits to support the team. It is a competitive salary, with lots of 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 for attracting 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](mailto:recruitment@torfaenleisuretrust.co.uk)

**CLOSING DATE: Midday Friday 9<sup>th</sup> April 2021**

