

**HORSHAM SPORTS CLUB**  
**MEMBERSHIP COORDINATOR**

**(part-time – usually 16 hours per week with some flexibility)**

Horsham Sports Club is a not-for-profit sports club established in 1851. The Club is situated in Cricketfield Road, Horsham and has four constituent sports sections (Cricket, Hockey, Squash and Tennis), plus a thriving social section. We currently have eight permanent employees and a number of casual part-time bar staff. Our Chairman and Management Committee is made up of a number of dedicated volunteers.

Reporting to the Club Chairman the role of Membership Coordinator is an important function as you will act as the main liaison between Horsham Sports Club and its members, and potential new members.

The Membership Coordinator will have overall responsibility for the membership management of cricket, squash, tennis and social sections and will need to work closely with the Management Committee, the sporting sections, other club employees including the Office Coordinator, Finance, the Club and Bar Manager and staff, and Communications and PR.

The role will include, but is not limited to:

- Database management: including adding new members and handling renewals.
- Processing joining fees and renewal payments.
- Collecting data, tracking membership statistics and assisting with Finance reporting.
- Producing welcome information.
- Producing / updating membership forms (hard copy and online).
- Answer questions regarding membership options and pricing.
- Management of booking systems for tennis and squash members and non-members.
- Updating the EPOS till system for social membership cards.
- Updating relevant sections of Horsham Sports Club website.
- Email communications to sports sections as required.
- Producing section information for club news and communications.
- Dealing with coaching enquiries and passing information to the relevant sections.
- Developing strategies to recruit and attract new members.
- Make outgoing customer calls in order to promote Horsham Sports Club and encourage growth in memberships.
- General administrative support for each sports section.
- Answering phone calls.
- Office duties and reception support and cover during busy periods and periods of absence.
- With appropriate training learn additional office duties to enable cover for other areas of the business as and when required.

**Skills Required:**

- Excellent organisation and communication skills.
- Strong customer service.
- Good attention to detail.
- Ability to act on your own initiative and manage multiple tasks.
- Works well as part of a team.

- Computer literate with a good working knowledge of MS Office (Excel, Word, Outlook).
- Experience of databases and Mailchimp desirable.

**Benefits:**

- Workplace Pension with NEST Pensions
- Flexible working
- 22 days holidays (pro rata), plus bank holidays
- Free Social Membership
- Free on-site parking

**Must have permission to work in the UK**

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