November 2026

Dear Applicant

MEMBERSHIP & SYSTEMS OPERATIONS CO-ORDINATOR
MINIMUM 37 HOURS PER WEEK
LOCATION: HEAD OFFICE - BLACKSHOTS LEISURE CENTRE (THURROCK, ESSEX)

Thank you for expressing an interest in the above vacancies.

Please find attached a Job Profile and Person Specification for the role. **You are advised to read our Important Applicant Guidance resources prior to completing your application form.** These resources are designed to support you in submitting a successful application form and to ensure you provide us with the information we need to assess your suitability for the role. Remember, your completed application is the only information we have about you and is what we will base the first stage of our selection procedure upon, so please complete all sections with a well-planned and positive approach. You may (if you wish) submit your CV to supplement your completed application.

SUPPORTING INFORMATION SECTION – VERY IMPORTANT
In this section of your application, you should **ONLY** address the criteria assessed at Application Stage (A) on the Person Specification, some of which are of high importance. Please provide clear **information**, **examples** and **evidence** to demonstrate these criteria**. Shortlisting will depend on how well you demonstrate your ability to meet the criteria assessed at Application Stage (A).** If you do not complete this section fully and/or only submit your CV, your application may not be successful at shortlisting.

Due to the requirements of the new Right to Work checks, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce ***original*** document/s from the **"Right to Work Checklist"** from either List A or List B Group 1 & 2, to demonstrate legal entitlement to work in the United Kingdom.

Please submit your completed application form as soon as possible, a selection process will take place weekly, initially until **SUNDAY 29TH NOVEMBER 2026.** ***Please note****, that vacancies may be closed earlier than the published closing date if we get a high volume of applications. We therefore advise that you complete your application at your earliest opportunity to avoid disappointment.*

The Company will hold your personal data on file (including electronically) as is necessary for the purposes of considering your application for employment with Impulse Leisure. The Company will only use your information for our legitimate business interests to consider your application. It will retain your information for a period of 6-months after the recruitment process has concluded, or longer subject only to appointment. For more information, please refer to the Candidate Privacy Notice which is included in this paperwork

If you are shortlisted for an interview, you will be contacted after the closing date. If you have not heard from us within one month of the closing date, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications.

Wishing you every success in your application and thank you for the interest you have shown in our Company.

Yours sincerely

Lorna Mapson
Human Resources Manager
recruitment@impulseleisure.co.uk
Impulse Leisure – Head Office

JOB PROFILE

JOB TITLE: Membership & Systems Operations Co-Ordinator

SALARY: £29,000 - £31,248

HOURS OF WORK: Hours according to operational need, with a minimum of 37 hours per week

LOCATION: Head Office - Blackshots Leisure Centre (Thurrock, Essex)

RESPONSIBLE TO: Customer Experience Manager

LIAISON WITH: Impulse Leisure members, finance department, membership advisor teams, reception teams, managers, external agencies and general public.

JOB PURPOSE:

The Membership Systems & Operations Co-ordinator plays a key role in supporting the day-to-day administration of membership systems, customer data, reporting, digital platforms and customer communications.

This role is responsible for ensuring membership data is accurate, systems are effectively maintained, customer journeys are operating correctly, and operational teams are supported with training, reporting and system-related queries. The position acts as a vital link between customer service, sales, marketing and operational teams to deliver an excellent member experience.

KEY ROLE SPECIFIC RESPONSIBILITIES

MEMBERSHIP SYSTEMS ADMINISTRATION

1. Support the administration of membership and booking systems.
2. Maintain accurate customer and membership records.
3. Assist with system configuration, setup and testing.
4. Monitor data quality and resolve system issues where appropriate.
5. Manage user accounts, permissions and access requests.
6. Support system upgrades and new feature implementations

CUSTOMER JOURNEY & CRM SUPPORT

1. Create and maintain customer communication journeys.
2. Support email marketing campaigns and automated communications.
3. Build customer lists and audience segments.
4. Assist with promotional campaigns and membership initiatives.
5. Ensure customer-facing communications remain accurate and up to date.

REPORTING & DATA MANAGEMENT

1. Produce weekly and monthly performance reports.
2. Support KPI reporting across membership, sales and retention activities.

3. Analyse customer and membership data to identify trends.
4. Maintain accurate reporting dashboards and data extracts.
5. Assist managers with ad-hoc reporting requests.

WEBSITE & DIGITAL PLATFORM SUPPORT

1. Update website content and customer information.
2. Assist in maintaining online joining and booking processes.
3. Test digital customer journeys and report issues.
4. Support third-party digital platforms and integrations.

OPERATIONAL SUPPORT

1. Provide first-line support for system-related queries from site teams.
2. Help develop and maintain operational procedures and user guides.
3. Support membership administration processes including direct debit activities and customer account management.
4. Assist with implementing new processes and continuous improvements.

TRAINING & COMMUNICATIONS

1. Deliver basic system training to colleagues.
2. Create simple training materials and user guides.
3. Communicate system updates and process changes to operational teams.
4. Act as a knowledgeable point of contact for internal system users.

KEY CORPORATE RESPONSIBILITIES

1. To fully comply with all legislation including the Management of Health & Safety at Work Regulations 1999, Impulse Leisure's Health and Safety Policy and all locally agreed safe methods of work, in accordance with the individual centres' normal and emergency action plans etc.

2. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.

3. To wear with pride the correct staff uniform, with a name badge at all times, in order to set a good example to all staff and to present a professional image to the public.

4. To actively promote equal opportunities and diversity and observe the standard of conduct in relation to both employment and service delivery.

5. To undertake additional training/qualifications, as and when required, in order to comply with current and future company initiatives and/or governing body guidance and best practice.

6. Personal commitment to continuing professional development (CPD) and to key areas of development for the organisation, that will contribute to your learning and widen your experience within the leisure industry as required.

7. To speak positively and enthusiastically about the company and its services to ensure that a professional company and brand image is always provided to customers and colleagues.

8. To comply with Impulse Leisure's Customer Care Policy.

9. Adhere to company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.

10. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.

11. At the discretion of the Chief Operating Officer / senior managers, undertake any other activities as may from time to time be agreed consistent with the nature of the job described below.

12. To respect the confidential nature, and safeguard personal information relating to all persons, in accordance with Company policies/procedures and the DPA/GDPR legislation. To not divulge or publish any information, other than to authorised personnel within Impulse Leisure. To not use any information for unofficial purposes.

13. If necessary, also to work at any Impulse Leisure's centres either on a permanent or temporary basis, consistent with the nature of the post.

GENERAL

The successful candidate will be:

1. Highly organised and methodical.
2. Comfortable working with data and systems.
3. Curious and eager to learn new technology.
4. A strong communicator who can explain technical information clearly.
5. Proactive and able to work independently.
6. Collaborative with a positive, team-oriented approach.
7. Detail-focused with a commitment to accuracy.

The post holder **will** be required to work at any of the Company's facilities as required and will be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness.

***Note**: This document does not constitute an exhaustive list of all duties relating to the post but indicates the main areas of activity. From time to time, it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc...*

In the course of your duties, you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the General Data Protection Regulations 2018; it should not be published or divulged other than to authorised personnel or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.

PERSON SPECIFICATION

JOB TITLE: Membership & Systems Operations Co-Ordinator

INFORMATION FOR APPLICANTS:
The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**
Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

Key: A – Application; C – Certificates; I – Interview; PA – Practical Assessment

***Weighting Scale**: **3** – High Importance **2** – Medium Importance **1** – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
Qualifications & Experience	1. Previous experience of working in a direct debit or finance administrative role, systems, customer account management or business support role.	2	A, I
	2. Experience of maintaining accurate records, databases or CRM and booking systems.	3	A, I
	3. Experience of producing reports, analysing data or working with performance information.	3	A, I, PA
	4. Experience of providing support or guidance to colleagues and resolving system or process-related queries.	2	A, I
	5. GCSE Grade C/4 or above (or equivalent) in English and Mathematics.	2	A, C
	6. Relevant qualification in Business Administration, Customer Service, IT, Data Management or related discipline.	1	A, C
Skills, Knowledge & Abilities	1. Excellent verbal communication skills with the ability to explain technical or system-related information clearly to colleagues and customers	3	A, I
	2. Strong written communication skills, including preparing reports, guidance notes, correspondence and customer communications.	3	A, PA
	3. Advanced proficiency in Microsoft Office applications, particularly Excel, Word and Outlook.	3	A, I, PA
	4. Ability to analyse data, identify trends and present information clearly using reports or dashboards.	2	A, I, PA
	5. Excellent organisational and administrative skills with a high level of accuracy and attention to detail.	3	A, I, PA
	6. Ability to manage competing priorities, organise workload and meet deadlines without close supervision.	3	I, PA
	7. Strong problem-solving skills with the ability to investigate and resolve system, data or process issues.	2	I, PA
	8. Ability to deliver basic training, guidance and support to colleagues.	2	I

	9. Well-developed interpersonal skills with the ability to build positive relationships across departments and with external contacts.	3	I
	10. Ability to adapt positively to new technology, changing systems and business processes.	2	I
Special Knowledge	1. Knowledge of membership management, CRM, leisure management or booking systems (e.g. Gladstone, Legend, XN, Salesforce or equivalent).	3	A, I
	2. Knowledge of customer journey mapping, automated communications and CRM processes.	2	A, I
	3. Understanding of data quality principles and the importance of maintaining accurate customer records.	3	A, I
	4. Knowledge of website content management systems and digital customer platforms.	2	A, I
	5. Working knowledge of KPI reporting, customer retention measures and performance monitoring.	2	A, I
Other	1. Willingness to undertake training and continuous professional development as required by the organisation.	3	I
	2. Commitment to providing excellent customer service and enhancing the customer experience.	3	A, I
	3. Commitment to equality, diversity and inclusion in both employment and service delivery.	3	A, I
	4. Ability to maintain confidentiality and comply with GDPR/Data Protection requirements.	3	I
	5. Proactive, positive and collaborative approach to work and continuous improvement.	3	I
	6. Flexible and adaptable in relation to duties, systems, workload and working locations where required.	3	I
	7. Commitment to supporting organisational, environmental and operational objectives.	2	I

IMPULSE LEISURE
APPLICANT PRIVACY NOTICE (SEPTEMBER-2026)
IN COMPLIANCE WITH
GENERAL DATA PROTECTION REGULATIONS (GDPR)

As part of any recruitment process, Thurrock Community Leisure (Impulse Leisure) collects and processes personal data relating to job applicants. Impulse Leisure is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

WHAT INFORMATION DOES IMPULSE LEISURE COLLECT?

Impulse Leisure collects a range of information about you, including:-

- your name, address and contact details, including email address and telephone number
- details of your qualifications, skills, experience and employment history
- information about your current level of remuneration, including (where applicable) benefit entitlements
- whether or not you have a disability for which Impulse Leisure needs to consider reasonable adjustments during the recruitment process, and
- information about your legal entitlement to work in the UK.

Impulse Leisure may collect this information in a variety of ways. For example, data might be contained in application forms, CVs and/or from recruitment agencies, obtained from your passport or other identity documents, or collected through interviews and/or other forms of assessments.

Impulse Leisure may also collect personal data about you from third parties, such as references we will request from former employers and/or education establishments (schools, colleges, universities), information from employment background check providers (where relevant) and information from criminal records checks (Disclosure and Barring Service). Impulse Leisure will seek information from third parties only once a conditional job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record (through the Applicant Tracking System (ATS)), in HR systems and on other IT systems (including email).

WHY DOES IMPULSE LEISURE PROCESS PERSONAL DATA?

Impulse Leisure needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you. In some cases, Impulse Leisure needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an applicant's eligibility to work in the UK before employment starts.

Impulse Leisure has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows Impulse Leisure to manage the recruitment process, assess and confirm a candidate's

suitability for employment and decide to whom to offer a job. Impulse Leisure may also need to process data from job applicants to respond to and defend against litigation.

Impulse Leisure may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. Impulse Leisure processes such information to carry out its obligations and exercise specific rights in relation to employment.

For some roles, Impulse Leisure is obliged to seek information about criminal convictions and offences. Where Impulse Leisure seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

Impulse Leisure will not use your data for any purpose other than for the recruitment exercise for which you have applied.

WHO HAS ACCESS TO DATA?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment teams, interviewers (i.e. panel members) involved in the recruitment process, managers in the business area for which you may be considered and IT staff if access to the data is necessary for the performance of their roles.

Impulse Leisure will not share your data with third parties, unless your application for employment is successful and it makes you a conditional offer/offer of employment. Impulse Leisure will then share your data with former employers to obtain references for you, employment background check providers (if required) to obtain necessary background checks and if required, the Disclosure and Barring Service (which will require your express consent) to obtain necessary criminal records checks.

Impulse Leisure will not transfer your data outside the United Kingdom.

HOW DOES IMPULSE LEISURE PROTECT DATA?

Impulse Leisure takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Impulse Leisure employees involved in recruitment processes have been trained in data protection.

FOR HOW LONG DOES IMPULSE LEISURE KEEP DATA?

If your application for employment is unsuccessful, Impulse Leisure will hold your data for 6 (six) months after the end of the relevant recruitment process. At the end of that period, your data is deleted and/or securely destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained throughout your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

YOUR RIGHTS

As a data subject, you have a number of rights. You can:-

- access and obtain a copy of your data on request
- require Impulse Leisure to change incorrect or incomplete data
- require Impulse Leisure to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing, and
- object to the processing of your data where Impulse Leisure is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the person responsible for data protection, details at the end of this document.

If you believe Impulse Leisure has not complied with your data protection rights, you can complain to the Information Commissioner. However, in the first instance please contact Impulse Leisure so that your concerns can be investigated in the first instance.

WHAT IF YOU DO NOT PROVIDE PERSONAL DATA?

You are under no statutory or contractual obligation to provide data to Impulse Leisure during the recruitment process. However, if you do not provide the information, Impulse Leisure is unlikely to be able to process your application properly or at all.

AUTOMATED DECISION-MAKING

Recruitment processes are not based solely on automated decision-making. However, Impulse Leisure's application tracking system (ATS) will request candidates to respond to the following:-

- 'if they are legally entitled to work in the UK'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process, and
- 'if they hold a valid National Pool Lifeguard Qualification (NPLQ)'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process.
- 'if they hold a CIMSPA accredited Gym/Fitness Instructor qualification of level 2 or above'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process.

Candidates who respond yes to proceed with the application, but are subsequently then unable to provide the correct right to work original documentation and/or who do not have a valid NPLQ or fitness qualification will not proceed further in the recruitment process.

Any concerns relating to this question, should be directed to Lorna Mapson, Group Human Resources Manager – recruitment@impulseleisure.co.uk

CONTACT DETAILS OF PERSON RESPONSIBLE FOR DATA PROTECTION

dataprotectionofficer@impulseleisure.co.uk
Head Office, Blackshots Leisure Centre, Blackshots Lane, Grays, Essex, RM16 2JU