

# THRESHOLD/ PARTICIPANT SERVICES EXEC

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## AT THRESHOLD WE BELIEVE THAT MORE IS IN YOU™

Our Purpose is to help people realise their potential through world class events.

We do this by:

- Supporting individuals to go beyond what they feel is possible
- Showing clients how they can fulfil their potential as responsible businesses
- Enabling charities to maximise their fundraising and supporter engagement
- **Inspiring our employees to be the best versions of themselves**

In 2019, our team of around 24 people lead the delivery of 35 events in 10 countries helping over 35,000 people realise what they are capable of. In the process our events raised over £16m for charity.

We're looking for a new member to join our team.

If you are interested then turn over for a quick snapshot of what life is like here and we'll take it from there...







# WHAT THE JOB INVOLVES

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**THINK IT MIGHT BE THE PLACE FOR YOU? THIS IS THE JOB ON OFFER.**

## **We'll be asking you to do this**

- Implementation of the participant journey from the moment they sign up until after the event
- Reply to participant queries through event inboxes and the phone line
- Ownership of participant registration platform, including setting up events, managing registration changes and refunds
- Ownership of the participant event documentation
- Manage the creation of monthly email communications for public, sponsors and charities for each event
- Liaise with the marketing, operations and account management teams to gather content
- Manage the website FAQs and information platforms
- Manage participant data in the lead up to an event e.g. fulfilment of registration packs, transport bookings
- Lead on the preparation for the live events including creating information documents and organising kit
- Lead on the live events on Registration/Info desks (weekends)
- Lead on the post event wrap-up, including sending lost property/trophies/medals and sorting kit

## **It will help if you enjoy the following**

- Meeting new people and supporting them to achieve their goals
- Solving participant questions and queries
- Working in a fast paced environment with a highly driven and focused team
- Being exceptionally organised and priding yourself with exemplary attention to detail
- Sporting challenges

## **These skills will also be useful**

- A customer service focused background
- Excellent communication (verbal and written) and customer service skills
- Highly organised - you will manage valued event participants from the moment they sign up through to the live event
- Problem solver and to be able to quickly troubleshoot participant queries
- Meticulous attention to detail
- Ability to multitask, prioritise and work to tight deadlines
- Flexible and adaptable
- Confident with Microsoft Office and ideally a knowledge of Zendesk, Active Networks, Mailchimp and Wordpress

If you don't fulfil every one of these criteria then don't worry. We look for people with potential and a passion for what we do.

**THRESHOLD/**

# **THE PACKAGE & OTHER GREAT STUFF**

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**TITLE:** Associate Participant Services Exec

**SALARY:** £20,000 - £24,000 per annum

**HOLIDAY:** 28 days pro rata (inc. bank holidays)

**PENSION:** 5% employer contribution after 3 months

**FLEXIBLE HOURS:** 9-5pm with flexibility for early or late starts and remote working

**TERM:** Full time contract, starting May / June time

**LOCATION:** This role is to be based from our offices in central **Brighton**

## **WE LIKE TO KEEP PEOPLE HEALTHY**

- 1 additional day off for every weekend day worked on an event
- Free boot camps, Pilates, Yoga and afternoon energisers led by other Thresholdians
- Flexible time during the day to exercise or take time out
- Free fruit and other treats in the office
- Free tea, coffee and soft drinks in the office (and a well stocked free bar)

## **WE LIKE BEING SOCIAL**

- Annual summer camping trip (fully funded)
- Annual November away trip (fully funded)
- Programme of activity throughout the year from pottery painting to more active pursuits
- Welcome lunches for new starters
- Regular catch ups out of the office to put the world to rights
- Fun, welcoming and lively environment in a bright and social office

## **WE LIKE TO KEEP LEARNING**

- Training from the best in the industry by working with an award-winning team
- Internal training sessions, eg sales techniques, presentation, negotiation
- Internal mentoring opportunities
- Weekly feedback and line management support

## **WE LIKE TO GIVE BACK**

- Volunteering days available each year upon request

# HOW TO APPLY

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## WE WANT TO GET TO KNOW YOU

The recruitment process is a 3 parter. You are interviewing us as much as we are you and we will cover the important stuff, but also dig into the interesting stuff:

1. **The written work:** Submit an up to date CV (yours ideally) and a cover letter about why you think you would be the ideal candidate for the job
2. **An initial interview:** We will then want to chat in person, on Skype or on the phone to see if we think you would thrive at Threshold
3. **The final test:** If you make it through this far we'll ask you to complete a task relevant to your role and come in to present it. We will also get you to meet a range of the team from senior and junior levels. Come armed with questions for us as well.

To apply please send your CV and a cover letter detailing why you would be suitable for Threshold and the role to [careers@thresholdsports.co.uk](mailto:careers@thresholdsports.co.uk).

# THRESHOLD/ LIFE AT THRESHOLD

## CLICK TO MEET THE TEAM

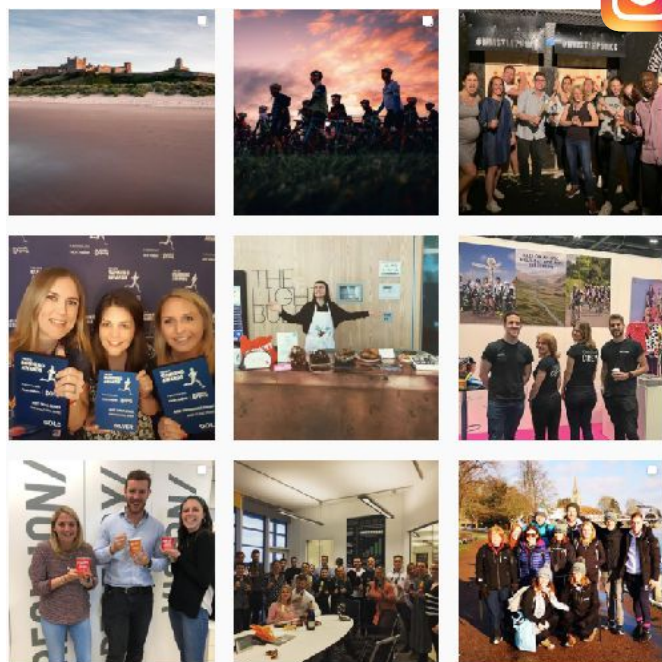


## A FEW WORDS FROM THE TEAM

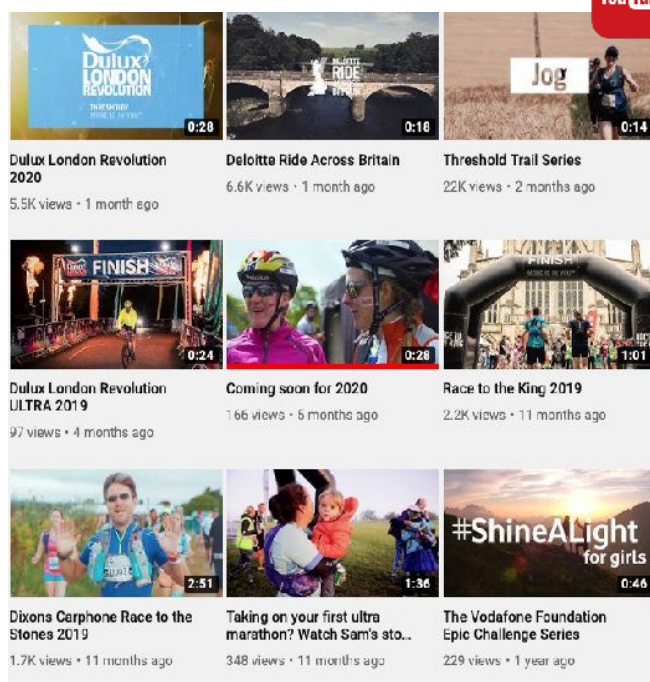
"I'm grateful to have found a workplace with such a positive and friendly environment where I feel my personal development is top priority. Then there's all the fun stuff we do in and outside of work - my wellbeing and happiness has taken a huge step-up since joining".

"I got a call from my Uni alumni team and being asked a series of questions I rated Threshold as 10/10 for a place to work and 10/10 enjoyment."

## CHECK WHAT WE'RE UP TO



## GET A FEEL FOR THE EVENTS



## CLICK TO LEARN ABOUT THE EVENTS WE DO FOR CLIENTS

