

THRESHOLD/

CUSTOMER SERVICE ADMINISTRATOR



THRESHOLD/

CUSTOMER SERVICE ADMINISTRATOR

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 2023 our team delivered more than 53 mass participation events across the world, from the the freezing forests of Finland to the mountains of Bhutan and right across our own breathtaking countryside here in the UK. In doing so the events helped over 44,000 people to realise what they are capable of and raised over £14m for charity.

In 2024 we are set for our biggest-ever year with a wide range of events to deliver on behalf of some of the most successful companies and charities in the country. It's all part of how we want to show people of all shapes and sizes that More Is In You™.

As we grow, we're looking for a new member to join our team.

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

THRESHOLD/



THRESHOLD/ WHAT THE JOB INVOLVES

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

We'll be asking you to do this:

- Coordination of the participant journey from the moment they sign up until after the event
- Delivery of participant communications using Mailchimp
- Management of participant registration platform including setting up events, managing registration changes and refunds
- Support the team in responding to queries through event inboxes and phone lines
- Create monthly email communications for event participants, sponsors and charities
- Liaise with operations, account management and new business teams to gather information and respond to participant enquiries
- Maintain the website FAQs through Zendesk, event information guides and updating participant information hubs
- Process participant data in the lead-up to an event including fulfilment of registration packs, transport bookings, additional purchases
- Support the preparation for the live events including creating information documents
- Support on the live events on Registration/Info desks (including a limited number of weekends)
- Coordinate the post-event wrap-up, including sending lost property/trophies/medals

You'll ideally have:

- An events, hospitality, communications, or customer service-focused background
- Excellent communication (verbal and written) and customer service skills
- Meticulous attention to detail and admin experience
- Ability to multitask, prioritise and work to tight deadlines
- Confident with Microsoft Office and ideally a knowledge of Mailchimp, Zendesk and Wordpress (but not essential, training can be given)

It will help if you enjoy the following:

- **Working with people:** includes working with people, understanding others, adapting to the team, listening, consulting others, communicating proactively, showing consideration, showing empathy, supporting others, and caring for others.
- **Presenting and communicating information:** speaking fluently, articulating key points, projecting credibility, and responding to participants.
- **Delivering results and meeting customer expectations:** focusing on participant needs and satisfaction, setting high standards for quality, monitoring and maintaining quality, working systematically, maintaining quality processes, maintaining productivity levels, and completing projects.
- **Following instructions and procedures:** following directions, following procedures, time keeping and attending, demonstrating commitment, showing awareness of safety issues, and complying with legal obligations.

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

SALARY: £24,000 - £28,000 pro-rata per annum

BONUSES: Potential for performance and company-related bonuses

HOLIDAY: 28 days pro-rata (inc. bank holidays) plus time off between Christmas and New Year

PENSION: 5% employer contribution

PART TIME HOURS: 16-20 hours per week. Flexible days, hours and hybrid working. Overtime opportunities during the event season

START DATE: February – March 2024

WE LIKE TO KEEP PEOPLE HEALTHY

- Vitality Healthcare which includes:
 - Discounted Apple Watch or free Amazon Prime if you keep active regularly
 - 50% off a pair of trainers every year and free annual health checks
 - Subsidised gym membership, free coffees, and cinema tickets
- £250 challenge fund each year to put towards a challenge of your choosing
- Free entry into Threshold events and discounts for friends and family
- Free boot camps, Pilates, Yoga, and afternoon energisers led by other Thresholdians
- Flexible time during the day to exercise or take time out
- Option to buy additional holiday at a discounted rate
- Free fruit and other treats in the office (and a well-stocked free bar)
- Mental Health First Aid Training available

WE LIKE BEING SOCIAL

- Annual 3-day business planning and celebration trip (fully funded)
- Programme of activity throughout the year from pottery painting to more active pursuits
- Regular catchups in local pubs and in the great outdoors to put the world to rights
- Fun, welcoming, and lively environment in a bright and social office

WE LIKE TO KEEP LEARNING

- Internal training programmes and opportunity for additional funding for development
- Mentoring opportunities both internally and externally

WE LIKE TO GIVE BACK

- 5yr & 10yr long service rewards with additional annual leave and adventure funding
- Match Funding of up to £100 for any fundraising challenges you take on
- Volunteering days available each year upon request

THRESHOLD/ HOW TO APPLY

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 Teams 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 a CV and cover letter of why you would be suitable for the role to careers@thresholdsports.co.uk

THRESHOLD/ LIFE AT THRESHOLD

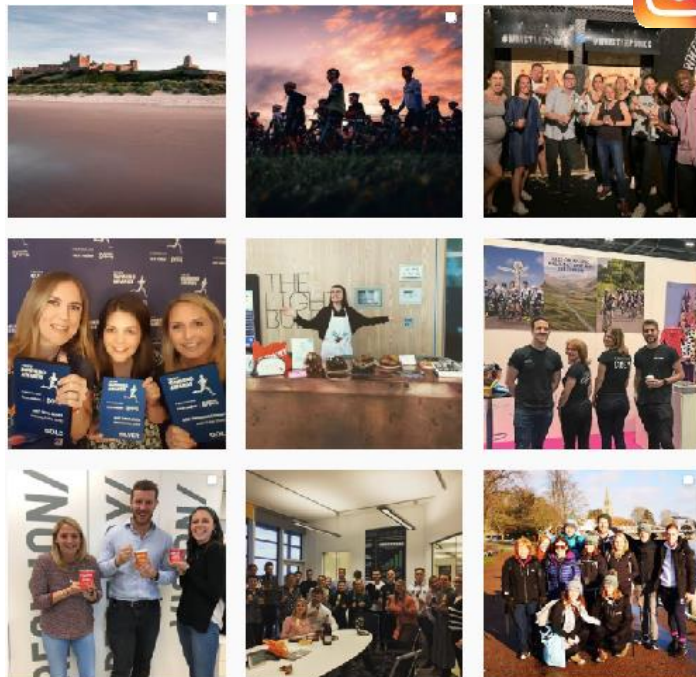
CLICK TO MEET THE TEAM



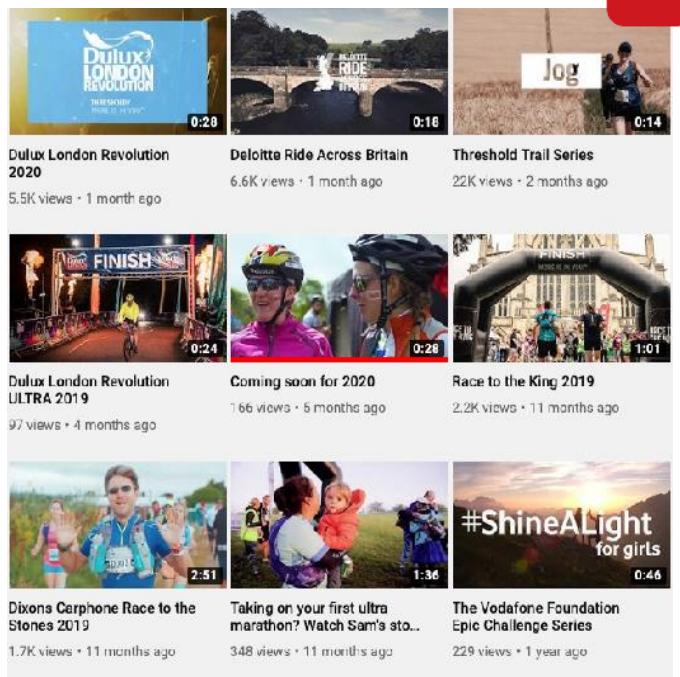
A FEW WORDS FROM THE TEAM

"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."



GET A FEEL FOR THE EVENTS



A FEW OF THE COMPANIES WE ARE PROUD TO CALL CLIENTS

