



Join Our Team – on a 1 Year Fixed Term Contract (Maternity Cover)

Member Services Assistant (Part-Time)

Do you thrive on delivering outstanding customer service? Are you detail orientated with a knack for problem solving?

If you are looking for a flexible, part-time role with an organisation that values its team member, British Wool want to hear from you!

The Role - A fixed term contract for one year, commencing on the 2nd of June 2025, to cover Maternity leave, with an attractive £1,500 bonus for successful completion of the year contract, whilst hitting performance targets.

Based in Bradford on Canal Road, (BD2 1AZ), this is an office-based role, and as a Member Services Assistant, you will be a pivotal part of our Member Engagement Team. Working 23 hours per week, Monday to Friday (ideally mornings, but we are flexible on the start time to suit you) you will ensure that our members' accounts are accurate and up to date, and payments are processed smoothly.

From answering calls and emails to managing member data and supporting special projects, every day will bring new challenges where your organisational and communication skills will shine.

Key Responsibilities

- Responding to Member correspondence and queries by email, phone and post
- Maintain accurate member records in our system
- Create new member accounts and update existing ones
- Produce weekly reports and chase outstanding documents
- Support member engagement projects, including contacting Members to maximise wool intake
- Covering for the team during leave of sickness and assist with additional tasks as required

What We Are Looking For

- You must be able to deliver exceptional customer service and have a professional telephone manner, as least two years' experience in a similar role
- GCSE English and Math's, Grade 4/C or above
- Strong numerical accuracy and attention to detail
- Tech-savvy, with proficiency in Microsoft Excel and the ability to adapt to new systems
- A natural problem solver, with excellent communication skills, both written and verbal
- Highly organised, capable of prioritising tasks whilst working independently or as part of a team
- Have a proactive and optimistic outlook to all tasks and duties
- Successful applicant must be able to provide two employer references to support application



What's in it for You?

- Salary - £16,060 (FTE £25,836)
- **£1,500 bonus for full completion of the fixed term contract term, and meeting key performance targets, payable at the end of the contract**
- Annual leave – 23 days holiday (plus statutory days, pro-rata)
- Auto Enrolment Pension – contributory pension scheme, employee 5% minimum, employer 3%
- Employee Assistance Program

Ready to Join British Wool?

If you are passionate about delivering excellent service and have the skills to match, we would love to hear from you. Apply today and help us support our British Wool Members.