

committed to helping everyone live their best life

Working for us is much more than just a job. You'll become one of our own, part of our inspiring Active Tameside family, bound together by a strong sense of belonging which only comes from like-minded people, passionate about helping people to live their best lives.

As an awarding winning and compassionate Charitable Trust, we have your health, wellbeing and happiness at heart, offering excellent training, development and career progression, a host of benefits including a local government pension scheme and free Active Premier membership with access to all 7 of our facilities. Membership includes gym, classes, general swim, spa and exclusive Les Mills virtual classes on our app - all worth £35.99 per month.

So, what are you waiting for? Become part of something different and help us make a difference.

Digital Support Officer

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|------------------------|--|
| Salary: | £26,334.30 p.a pro rata for part-time |
| Location: | Various centres across Active Tameside |
| Working hours: | 37 hours |
| Positions: | 1 |
| Contract type: | Permanent |
| Closing date: | 17 th December 2025 |
| Interview date: | 6 th January 2026 |
| Job Reference: | AT200 |

how to apply

To apply for this position please fill out the form online or alternatively complete an application form and return it to **HR@activetameside.com** or Human Resources, Active Tameside, Active Ken Ward, Hattersley Road East, Hattersley, Hyde, SK14 3NL.

Application forms can be found on **www.activetameside.com/job-vacancies** or email **HR@activetameside.com**. For help or advice in completing the application form please contact Human Resources on 0161 366 4814.



here for Tameside, not for profit.

Active Tameside is a registered charity which means 100% of our profits go back into ensuring the best possible facilities and services for the Tameside community.

Find out more at activetameside.com/charity



activetameside.com

rota:

Working hours to be discussed at interview.

job description

As the Digital Support Officer, you will provide day-to-day technical support to the Digital Manager and the wider company. You will be supported by our Operational and Services Teams in implementing and progressing marketing. You will be building productive relationships with our key CRM providers such as Legend and CAP2, becoming a Super User on each platform. Reporting directly to the Digital Manager. This role will significantly contribute to all customers continuing to receive excellent experiences. By developing our offer in line with Active Tameside Digital Strategy, you'll be ensuring we are the leading Health and Wellbeing provider for Tameside's Community.

role profile

| | |
|------------------------|-------------------------|
| Role Title: | Digital Support Officer |
| Grade: | D3 |
| Date: | November 2025 |
| Responsible to: | Digital Manager |

Accountabilities:

All our roles play a key part in delivering our strategic themes to achieve our goals:

1. Provide technical support for Member, Legend, CoursePro, Innovatise, and Datahub helping ensure that commercial income reporting is accurate and that any system changes are implemented with appropriate training embedded across the organisation.
2. Work with & provide support for the Digital Manager across all digital and technical platforms to analyse commercial performance across the business via CRM systems. Providing monthly sales dashboard figures and reporting against key performance indicators and determining any potential new criteria to enable continuous improvement of the service.
3. Support the Digital Manager with content for the Active Tameside website, app and social media. Collating and producing high quality content to create a great digital customer experience, whilst following brand guidelines.
4. Support the Digital Manager with customer communications and customer email journeys, using Mailchimp and Legend.
5. Support the Digital Manager for Live Chat development utilizing AI, whilst providing great customer service on the intercom platform.
6. Lead by example & be an active role model in delivering our policies and procedures.
7. Assist with any internal and external events/conferences with technical or marketing support.

8. To deal with customers, public, our people and our partners to promote the trust in keeping with the corporate image and always maintain a high standard of customer excellence.
9. Provide 1:1 support for staff across Active Tameside regarding our systems when required.
10. Provide support and demonstrate duties to Administrative Officers within the resources function.
11. To carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Requirements:

Our recruitment process will include you demonstrating these requirements from your application form, interview and/or assessment(s):

Knowledge

Knowledge of MS Office ability

Knowledge of CRM – Customer Relations

Management Systems

Knowledge of digital marketing tools

Knowledge of equal opportunities and appreciation of equal within service provision

Sport / Digital / Marketing related degree or diploma

Microsoft certified

First Aid qualification

Skills

Able to work on own initiative without supervision and communicate effectively at all levels of the organisation

Ability to manage varied workloads and manage conflicting priorities

Ability to work without direct supervision; planning and prioritising own workload

Effective communication skills and the ability to lead, influence and communicate complex information at all levels

Willingness to work flexibly when required

Experience

Working with Legend Club Management Software

Working with Membr Club Management Software

Use of CoursePro Management system

Use of Live Chat system

Use of Hootsuite platform

Experience of collating and analysing data to provide data intelligence

**Ability to work under pressure and meet
deadlines, effectively manage your own time
and have excellent organisational skills**

Essential Criteria – in bold

Desirable Criteria – in italics

**our employee
lifecycle**



Hire me

Provide a job role that enables me to utilise my unique talents ensuring individuals are fit for purpose and success.

Develop me

I am supported by managers that will help me develop as an individual to be the best I can be.

**Manage my
performance**

Provide an environment that promotes continuous learning and development. Managers and employees are clear on their mutual expectations and managers provide helpful and constructive feedback.

**Engage and
motivate me**

I am able to participate in decisions that affect me and my team. And concerns I have are dealt with urgently with any issues dealt with sensitively and with emotional intelligence.

Thank me

My time and extra effort are recognised and appropriately rewarded. Leaders and managers show respect for my time.

Wish me farewell

My feedback is appreciated and may enable continued improvements in the workplace for others.