

www.townloch.com

waterski & wakeboard
scotland



Member Services
Coordinator

RECRUITMENT





JOB PACK: MEMBER SERVICES COORDINATOR

Dear Candidate,

Thank you for your interest in the role of **Member Services Coordinator** at Town Loch National Training Site. The site is operated by Waterski and Wakeboard Scotland (WWS), Scotland's governing body for waterski and wakeboard.

We are looking to appoint a driven and passionate individual who can deliver high-quality member and customer experiences, supporting the day-to-day running of the site and helping to grow participation in our sports. The candidate we appoint will be full of enthusiasm and positive energy and a great role model.

We are committed to broadening the diversity of our organisation and are keen to attract people from a wide range of backgrounds. For the right candidate, this is a truly exciting opportunity to be part of a dynamic, growing and ambitious organisation where your contribution and ideas will have a significant impact in the growth of our sports.

Yours faithfully,
Calum Gauld, Chief Operating Officer

ABOUT US

Our Vision

Lead progressive growth in the sports by promoting partnerships, inclusivity and sustainability.

Our Mission

A thriving community which provides regular opportunities for all to participate, compete, progress and achieve within our sports.

Town Loch National Training Site is Scotland's home of waterski and wakeboard, offering a friendly and inclusive environment for members, visitors, schools and groups. The site provides opportunities for people of all ages and abilities to learn, train, and enjoy time on the water, whether trying the sport for the first time or looking to progress their skills.

Town Loch is operated by Waterski & Wakeboard Scotland (WWS), Scotland's governing body for waterski and wakeboard, funded by sportscotland and the National Lottery. WWS supports the development of safe, sustainable, and accessible participation across the country and works to ensure that Scotland's unique landscape continues to provide exceptional opportunities for watersports.



JOB PACK - MEMBER SERVICES COORDINATOR

The Member Services Coordinator role is central to delivering high-quality experiences at the Town Loch National Training Site. This position focuses on excellent customer service, smooth day-to-day site operations, and creating a welcoming environment for members, visitors, schools, and groups. Responsibilities include coordination of front-of-house activity, customer experience processes, and contributing to a positive community atmosphere on site.

A core part of the role involves supporting and coordinating the seasonal staff team on land — helping with task allocation, providing guidance during shifts, and maintaining high operational standards. The role also supports and guides volunteers, helping ensure they feel confident, included, and equipped to contribute effectively. The role also involves supporting on-water operations when required, depending on operational needs and the staff team on shift.

Town Loch plays a vital role in developing waterski and wakeboard in Scotland, and this post helps ensure the site continues to be a vibrant, inclusive, and well-run hub for the community. The successful candidate will join a passionate and motivated team, working closely with the Chief Operating Officer, Management Committee, WWS Development Officers, seasonal staff, and volunteers.

The role is based at the Town Loch National Training Site in Dunfermline, offering a varied and rewarding working environment with plenty of challenge and purpose for the right individual.

Key Responsibilities

- Support and coordinate seasonal staff during on-land operations, including task allocation and helping maintain high standards of customer service.
- Support and guide volunteers to ensure they feel confident, valued, and able to contribute effectively.
- Create activity and community programmes that support increased participation at the site.
- Plan, organise, and deliver high-quality experiences for members, customers, schools, and groups.
- Support the planning and delivery of WWS competitions and events hosted at NTS.
- Contribute to the day-to-day running of the site, including general maintenance and equipment oversight.
- Monitor, evaluate, and report on site-based initiatives and projects.



JOB DESCRIPTION

Skills & Experience

- Experience working directly with participants or customers, ideally in sport, leisure, or community settings.
- Strong interpersonal and communication skills, with the ability to build positive relationships.
- Good working knowledge of digital tools and social media.
- Experience in customer service, programme delivery, or community engagement.
- Understanding of sports development principles.
- Experience in partnership working or stakeholder engagement.
- Waterski/wakeboard experience and/or coaching is desirable but not essential.
- Experience in marketing or promotion is desirable.
- Willingness to work towards the SBD2 Qualification.
- Awareness of safeguarding and a commitment to providing a safe, inclusive environment.
- Ability to remain calm and professional in busy periods, balancing multiple demands.
- Comfortable working in an outdoor, fast-paced operational environment.

Person Specification

- Driven, enthusiastic, and aligned with our values of Community, Progress, and Fun.
- Highly organised, with excellent attention to detail and strong time-management skills.
- A positive role model who brings energy and motivation to the role.
- Warm, approachable, and able to create a welcoming environment for members and visitors.
- Sets high standards in their own work and takes pride in delivering quality service.
- Collaborative team player who can also work confidently on their own initiative.
- Proactive and solution-focused, with a commitment to continuous improvement.
- Passionate about supporting members and participants to progress.
- Comfortable leading a small team and contributing to a supportive, positive staff culture.
- Adaptable and resilient, with a willingness to get involved in the varied tasks of daily site operations.



TERMS OF APPOINTMENT

Contract & Working Hours

- This is a full-time, fixed-term seasonal role, running from **4 April 2026 to 4 October 2026**. The role is based on approximately **40 hours per week**, worked across our operational week of **Wednesday to Sunday**. Evening and weekend work will be required as part of normal site operations.
- The salary for this position is **£24,000 per annum, pro rata** for the contract period. For the six-month term, this equates to approximately **£12,000 gross in total**, paid monthly.

Annual Leave

- Annual leave entitlement will be calculated on a **pro rata** basis for the duration of the contract and in line with statutory requirements.

Pre-Employment Checks

- A **PVG disclosure check** will be required for the successful candidate. Appointment is also subject to the receipt of satisfactory references.

HOW TO APPLY

Closing Date: Friday 30 January 2026 by 5pm.

Please send a **CV** and **covering letter** (no more than two A4 pages) to coo@wws.org.uk, using the subject line of **"Member Services Coordinator"**

Interviews will be held during the **week commencing 9 February 2026**, arranged at mutual convenience.

