

Company:	A.S.O. UK
Position:	Participant Experience Executive
Location:	Hybrid - Clapham Junction, London, SW11 and home working
Contract Type:	Permanent - Full Time
Start Date:	ASAP
Salary:	Up to £29,500 per annum
Holiday:	22 days per annum
Closing date:	8 th November 2026

To apply, send your CV and a cover letter, including how you align with the roles and responsibilities within the job description to stewart.taylor@aso-uk.com

Please also include your available start date or current notice period.

JOB DESCRIPTION - PARTICIPANT EXPERIENCE EXECUTIVE

Background

A.S.O. UK is a leading mass participation sports event business delivering a diverse range of events in running and cycling. A.S.O. UK's prestigious portfolio includes the Cancer Research UK London Winter Run, adidas Manchester Marathon, ASICS Manchester Half and Dragon Ride.

The company is part of A.S.O., one of the world's largest sports events organisers, including notably the Tour de France and participation events L'Etape du Tour and the Paris 10K.

We are looking for a Participant Experience Executive to join our team and play a key role in delivering an excellent journey at every stage for those taking part in our events. You will lead on inbound enquiries, coordinate entry processes, and deliver pre and post event tasks to a high standard. It is essential that you have an awareness of the wider customer journey and strive to continuously improve.

A.S.O. UK is a fast-paced, fun place to work with a great team atmosphere. It's a sociable office of like-minded people with shared goals, values and interests who take great pride in the events we deliver.

Great extra benefits you get at A.S.O. UK

- Hybrid working environment
- Health Cash Plan access
- Enhanced Parental Leave Policy
- TOIL for events worked
- Auto-enrolled salary sacrifice pension scheme
- Five free entries to A.S.O. UK events per year for you, friends, and family
- Free entry to any A.S.O. (non-UK) single-day events
- Access to Cycle2Work scheme

Purpose of the Role

The role is varied and exciting and provides the opportunity to deliver exceptional customer service, build and maintain entry processes, and be involved operational planning ranging from data preparation to logistical tasks. As a member of the Participant Experience team, you'll oversee the customer journey for our events and bring experience and enthusiasm to maintain and improve our standards.

Working in events can be fast paced and there are times we all need to get stuck in and support in different areas and a can do attitude and willingness to get involved are a must! You'll also have the opportunity to influence the future of our events and sit on project teams to help develop additions and improvements.

Key responsibilities

- Lead on inbound enquiries, delivering outstanding service and working with the Participant Experience team to maximise performance.
- Plan, build and maintain entry processes with a focus on continuous improvement.
- Sit on a project team and lead on all Participant Experience areas for nominated events.
- Plan and deliver event fulfilment tasks. This includes the ordering and fulfilment of bib numbers and finisher items.
- Create and maintain data sets for the purpose planned pre and post event activities.
- Provide data as required to the wider organisation.
- Lead on post event activities including lost property and baggage.
- Support any temporary colleagues working with us at busier times.
- Work closely with other A.S.O. UK teams to ensure a seamless customer journey and address any pain points.
- Become expert in our processes and procedures and be willing to share ideas and insight.
- To attend multiple A.S.O. UK events throughout the year.

Skills and Experience

- Superb customer communication skills and comfortable interacting across any channel, including face to face and exhibits high levels of empathy.
- Strong communicator with colleagues and able to identify effective methods to maximise success.
- Excellent organisational and time management skills, with the ability to work across teams and manage high workloads.
- Experience managing external suppliers.
- Experience of working with online systems and Microsoft Office.
- Comfortable with creating and maintaining large data sets, with impeccable attention to detail.
- Ability to deal with challenging participants and situations.

Please note that the successful applicant must be willing and able to work a certain number of weekends per year.