

## Job Description

<b>Job Title:</b>	Sports Administrator
<b>Reporting to:</b>	CEO
<b>Responsible for:</b>	Effective delivery of administration systems and procedures for The Craggs Centre and Blaze Basketball Club to enable sporting and social impact
<b>Days:</b>	2.5 – 3.0 days per week (to be agreed with successful candidate) Monday - Friday mornings with some flexibility
<b>Salary:</b>	£17,000 pro rata (£8,500 for 2.5 days, £10,200 for 3 days) 1 year contract with the possibility of renewal and increase in days
<b>Place of work:</b>	The Craggs Centre
<b>Pension:</b>	The Craggs Centre operates the NEST employer's pension scheme
<b>Annual leave:</b>	25 days pro rata

## Accountabilities

- Work with a commitment to community sport and delivering social impact, especially for young people
- Ensure Craggs customers, Blaze members and Centre users experience a high level of service
- Be a friendly face and welcoming presence for all visitors to The Craggs
- Implement Craggs and Blaze administration systems and procedures including:
  - Facility bookings
  - Centre Management
  - Finance
  - Communications
- Support customers, colleagues, members, volunteers and end users with their support requests
- To work safely and within the requirements of Craggs policies and procedures

## Working Relationships

Building and maintaining positive working relationships is a critical part of the role, including these groups:

- Centre customers
- Centre users
- Blaze club members
- Local young people and residents
- Craggs Trustees and Blaze Leadership Team members
- Fellow staff
- Other visitors and stakeholders, including schools

## Specific responsibilities

1. Managing bookings
  - a. Respond to all customer emails, phone calls or messages by the end of the working day (or the following day if need be)
  - b. Arrange weekend and evening staffing with the Caretaker if required for one-off bookings
  - c. Each week, set the basketball drop-in times for the following week. Post to social media.
2. Craggs finance
  - a. On the 1st day of each month issue invoices for bookings in that month (7 day terms)
  - b. Issue invoices for one-off bookings 30 days in advance of the booking date (or the same day as the booking is confirmed if the booking date falls within 30 days)
  - c. On the 15th day of month issue a statement to any customer who has an overdue invoice
  - d. On Friday of every week, explain all possible bank transactions in Free Agent
  - e. Respond to all finance-related queries/questions from customers by the end of the following work day
  - f. Take cash from customers on occasion, place in the safe and record details
3. Blaze finance
  - a. On the 1st and 15th day of each month issue invoices to any new members
  - b. On the 1st day of each month issue a statement to any customer who has an overdue invoice or any customer who has not yet began paying for their Monthly Fees
  - c. Once per week, explain all possible bank transactions in Free Agent
  - d. On the 1st day of month issue a statement to any customer who has not yet began paying for their Monthly Fees
  - e. Respond to all finance-related queries/questions from customers by the end of the following work day
  - f. Take cash from members/parents on occasion, place in the safe and send an email to the CEO with the details
4. Building Management and Reception
  - a. Act in a 'front of house' role for incoming phone calls, visitors and Centre users
  - b. Open and close the building including basic security checks
  - c. Daily set up or organisation of communal spaces
  - d. Daily checks of the building to identify any required repairs
  - e. Reporting of any required repairs to appropriate contractor
  - f. Liaise with contractors/providers such as alarm technicians, cleaners, engineers regarding building access and schedules
  - g. Set up for events and workshops including preparing tea & coffee and handling food supplied by a caterer
  - h. All of the above done with an awareness of Health & Safety considerations
5. Support Blaze Leadership Team
  - a. Attend Leadership Team meetings (approximately every two months and provide support on administrative tasks as required)

- b. Produce a simple financial report for each Leadership Team meeting (with support from the CEO)
6. General
  - a. Regular posting to social media to promote Craggs and Blaze initiatives
  - b. Update the Craggs and Blaze website as required (training provided)
  - c. Support the administration of Craggs and Blaze projects such as basketball Open Sessions and school holiday camps
  - d. Administration of car park permit system
  - e. Place purchase orders on occasion as requested by the CEO

## Person Specification

- Genuine care for people and a belief in the power of sport to improve lives, especially for young people
- Team-first mentality
- Growth mindset, including desire to learn and improve
- A get-things-done mentality
- Willingness to provide high quality service to all Craggs and Blaze stakeholders
- Capacity to self-manage and uphold high personal standards of work
- Able to switch between tasks and projects in response to a variety of inputs
- Willingness to problem solve
- High level of written and verbal communication skills in order to work with a wide range of people, in particular presenting a professional image on behalf of the Centre
- Excellent time management and organisation skills, and the ability to manage a workload against set priorities and to a consistently high standard
- Skills in maintaining administrative processes and office systems
- Highly computer literate with experience using Gmail, Google Calendar, Excel and Word
- Willingness to learn to use cloud-based software solutions including Hootsuite, Skedda, Evernote, Free Agent and other systems
- Experience working in administration and/or business support roles