

# **JOB DESCRIPTION**

**JOB TITLE: Club Support Administrator**

**REPORTING TO: Sports Centre Manager**

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**ROLE OVERVIEW**

The Club Support Administrator will support the Sports Centre Manager in the effective operation of the sporting provision within Truro School and Truro School Enterprises with particular focus on the operation of sports bookings and administration.

**KEY FUNCTIONS**

1. **School and Community Use**

* To promote and encourage the use of facilities and services ensuring the highest standards of customer relations are maintained.
* To work within the team ensuring that the programme of activities runs smoothly.
* To support the Sports Centre Manager in offering an innovative programme of activities throughout the year in order to maximise use and income.
* Operate the Management Software system ensuring the daily programmes of activities are followed.
* To operate and lead instruction on the Facility Management Software system ensuring all bookings are up to date. [Sports Centre Manager will organise and deal with memberships/renewals].

1. **Finance**

* To work within the sports team in meeting both financial and performance targets as outlined in the Centre Business Plan and the Schools Sports Strategy.
* To undertake administrative and reception duties relating to programming, taking bookings and issuing tickets and receipts for cash handling and banking.
* In conjunction with the Sports Centre Manager the post holder will ensure that records of all routine financial aspects of the lettings and facilities usage are kept up-to-date and receipts processed in good time via Gladstone.
* In conjunction with the Sports Centre Manager to ensure that all external events and lettings are invoiced in a timely manner.
* Handle and reconcile daily all cash being processed through the sports facilities.
* Provide the Sports Centre Manager with information on costing and budgeting for major events.
* Advise the Sports Centre Manager of any issues affecting the potential for business expansion.
* Assist with the administration and financial processing of Little Fishes swimming activities.
* Work with Finance Department to ensure correct credit control is adhered to.

1. **Marketing**

* Support the Sports Centre Manager in delivering a marketing plan for all Truro School Enterprises.
* Support the Sports Centre Manager to ensure information on the website is accurate and up-to-date.
* Maximise facility club bookings by working with the Sports Centre Manager to advertise all available sessions, and space within the sessions.

1. **Swim School**

* Administration support to the Sports Centre Manager in the coordination of Little Fishes/Ducks programme at the Prep School.
* Update the website timetables and availability on a regular basis.
* Support the Sports Centre Manager to promote swimming lessons to the community and maximise class capacity.

1. **Other General Duties**

* Respond to telephone and email requests for facility bookings.
* Being included in the lifeguard cover and supporting the lifeguard team and Duty Manager (if needed) when responding to pool emergencies.
* Assist with administration, planning and general preparation of major events.
* Work with the Events team and attend meetings regarding the sports facilities to ensure that the school calendar and hiring activities are co-ordinated and conflicts are identified and resolved as soon as possible.
* Liaise with regular hirers and ensure timely communication, passing on information to relevant members of the SBA team.
* To attend internal and external meetings as requested by the Sports Centre Manger.
* To attend training courses and complete Continuous Professional Development training as required.
* To carry out any other duties commensurate with your role, as requested by the Sports Centre Manager.

**PERSON SPECIFICATION**

**Essential**

* Lifeguard trained to support the lifeguard team with cover.
* Demonstrable and successful work experience in a busy administrative role
* Evidence of excellent administrative skills / techniques
* Evidence of strong attention to detail and high standards
* Proven ability to plan and work under own initiative, while organising own time effectively
* A professional, calm, helpful and efficient manner
* Evidence of good verbal and written communication skills (including proficiency in spelling, punctuation, grammar and other English language skills)
* Proven ability to work to tight deadlines and changing priorities
* Evidence of good interpersonal skills and ability to foster effective working relationships
* Good working knowledge and experience of Microsoft Office software applications, particularly Excel spread-sheets, and Word
* Willingness and ability to be flexible and work outside normal hours on occasions
* Relevant sales and customer experience
* Experience of invoicing and financial procedures
* Proven ability to work to tight deadlines and changing priorities
* Sympathetic to the Methodist ethos of the School

**Desirable**

* Experience of using databases will be useful
* Proven experience in administration within a private sector business
* A good understanding of key elements in event management
* First Aid at Work

**ADDITIONAL**

* Truro School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and behave accordingly. Although there is no direct responsibility for children, this role will involve daily contact with pupils.
* This job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

**Date Reviewed: October 2020**

**Reviewed by: Business Development Manager**