

# ***JOB DESCRIPTION***

**Job title:** Team Administrator

**Reporting to:** Head of Business Support

**Direct reports:** None

**Purpose of the Job:** To provide administrative support to ensure the smooth day to day running of the National Office, being the first point of contact for all incoming queries and responsible for coordinating trading and marketing activity.

**Hours worked:** Full time. This role may include occasional travel and some unsocial hours

**Salary:** Band 4

**Based at:** Boccia England National Headquarters with travel throughout England

## Accountabilities and objectives

Office administration – Provide administrative support to the Boccia England team to aid the running of the National Headquarters.

- Be the first point of contact for all office enquiries, being committed to and providing excellent customer service.
- Support the team with a wide variety of clerical tasks including preparing and dispatching information, updating databases, and designing and preparing leaflets.
- Carry out general office support work including answering the telephone- answering queries, transferring calls or taking messages as appropriate, managing the info@ inbox, managing incoming and outgoing post, ordering office supplies, filing, scanning and photocopying.
- Administer and maintain electronic and paper databases and office systems, including the membership and events portal.
- Create, manage and manipulate information whether relating to finance, customers or other service requirements, including handling matters of a confidential or sensitive

nature.

- Undertake basic financial administration processes including processing invoices, resolving queries and handling cash and online payments.

**Trading** - Responsible for the day-to-day administration of shop and trading activity.

- Liaise with all customers, process orders, manage queries/issues, payments and invoices relating to the sales of Boccia England goods.
- Day-to-day management of the stock control system, including stock ordering, maintaining up to date stock records and production of regular reports to management.
- Monitoring demand for products and assisting colleagues in identifying new product opportunities.
- Assist the Head of Business Support with managing suppliers.

**Marketing and Communication** - Administration of marketing and external e-communications activity, including website and social media.

- Day to day management of social media channels.
- Coordinate and prepare content for the website, including the “news” pages.
- Coordinate content and collation of monthly e-newsletters.
- Assist with the production of in-house marketing and promotional materials in accordance with branding and style guides.
- Conduct reporting and analysis of marketing and communications performance, to include website statistics and social media performance.

**Membership and Delivery Support** – Provide administrative support to staff.

- Support staff in the delivery of sport programmes by assisting in the preparation and organisation of events and meetings, including dealing with volunteers and participants as needed.
- Support the administration of course databases where needed.
- Support with mail outs.
- Attend ad hoc competitions to assist the team and manage the shop stall.



### General Requirements

- Manage own workload effectively.
- Be committed to continuous improvement.
- Provide excellent and timely customer service with both internal and external communications.
- Use and share knowledge and expertise to promote boccia and develop Boccia England.
- Be an advocate for Boccia England and the sport of boccia.
- Any other tasks or responsibilities as deemed appropriate by the Head of Business Support.

## **PERSON SPECIFICATION**

|                           | Essential  | Desirable  |
|---------------------------|--|--|
| Qualifications & Training | <ul style="list-style-type: none"> <li>• GCSE in English and Maths grades A-C or equivalent</li> </ul>   | <ul style="list-style-type: none"> <li>• Administration or marketing qualification</li> </ul>  |
| Knowledge                 | <ul style="list-style-type: none"> <li>• Knowledge of business and finance administration</li> <li>• Knowledge of social media content management, including posts, hashtags and sharing</li> </ul>  | <ul style="list-style-type: none"> <li>• Knowledge of retail operations</li> <li>• Understanding of marketing analysis, including audiences, engagement and followers.</li> <li>• Understanding of boccia and/or disability sport</li> </ul> |
| Experience                | <ul style="list-style-type: none"> <li>• Experience of working in an administrative function</li> <li>• Experience of writing newsletters or external communications</li> <li>• Experience of supporting communications through social media</li> <li>• Experience of data input and data management ensuring accuracy and confidentiality</li> <li>• Experience of analysing data.</li> <li>• Experience of providing information to the public or customers</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working in or with a charity, retail or marketing sector</li> <li>• Experience of processing shop orders</li> <li>• Experience of working with Boards and committees</li> </ul>       |
| Skills & Abilities        | <ul style="list-style-type: none"> <li>• Excellent administrative skills</li> <li>• Excellent attention to detail</li> <li>• Good organisational and time</li> </ul>   | <ul style="list-style-type: none"> <li>• Good financial awareness</li> </ul>   |



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|                    | <p>management skills</p> <ul style="list-style-type: none"> <li>• Effective use of MS Office programmes and other relevant technology</li> <li>• Excellent communication skills, both oral and written</li> <li>• Ability to be proactive and to work on own initiative</li> <li>• Ability to meet deadlines and work under pressure</li> <li>• Ability to self-motivate</li> <li>• Ability to work within a team structure</li> <li>• Ability to develop effective working relationships</li> <li>• Ability to self-assess and be open to feedback</li> </ul> |   |
| General Attributes | <ul style="list-style-type: none"> <li>• Professional attitude</li> <li>• Motivated and results driven</li> <li>• Respectful and inclusive</li> <li>• Honest and fair</li> <li>• Committed to equality and diversity</li> </ul>  | <ul style="list-style-type: none"> <li>• Ability to travel independently</li> </ul> |

