

Job title:	Administrative Assistant (Apprenticeship available)
Salary	Pro-rata £16,000
Hours of working	30 hours per week, ideally 5 days a week.
Responsible to:	Sport Development Officer and Business Manager
Location:	Based at the Sport Structures offices in Edgbaston, Birmingham
Benefits:	The successful applicant will have access to continual professional development opportunities provided by Sport Structures
Special conditions	The employee will be required to work from the Sport Structures office in Edgbaston. Casual car user allowance for business travel only. There may be occasions where the successful applicant is required to attend meetings outside of normal office hours in which case reasonable notice will be given.
Job closing date:	Monday 29 th April 2019 at 5pm
Interview date:	Friday 3 rd May 2019
Start date:	Week commencing 13 th May 2019

Job Summary

We are seeking a self-motivated and enthusiastic individual to support our UK wide coach and volunteer education programme and the administration of Sport England's national club programme (Clubmark). This is a valuable role within the company and will involve communicating with a variety of individuals and clients.

The successful applicant is required to have excellent computer skills and interpersonal skills. The ability to multi-task and deal with conflicting priorities is essential. We are looking for an individual that can work as part of a team but who also can use their initiative and be pro-active. The successful applicant must have good attention to detail. Training and apprenticeship opportunities are available and there is potential for this to move to a full-time role in September.

Duties and responsibilities:

1. Customer service: To provide high quality customer service; answering the phone, dealing with online enquiries, responding to registered interest and managing learner bookings through our website.
2. Workshop and course coordination: To support the administration of Club Matters workshops and the national annual plan for the coach and volunteer education programme

3. Facility administration: To liaise with facilities to ensure courses and workshops are booked as per requirements.
4. Finance administration: Administering purchase and sales orders via a purchase order system
5. Communication: To communicate effectively with learners, the workforce and clients ensuring they have the correct and relevant information pre, during and post a workshop or course
6. Website maintenance: To update our website booking pages with information on forthcoming courses
7. Relationship management: To work effectively with colleagues and to build, develop and maintain customer and client relationships
8. Reporting: To distribute client and customer surveys to gain feedback which will help us identify areas for improvement
9. Training and development: To undertake appropriate training and development opportunities
10. Equality and diversity: To promote equality, diversity and social inclusion issues throughout all of Sport Structures work promoting a positive approach to the work environment and partner relationships. To personally act as an exemplar on these issues.
11. Health and safety: To ensure the health, safety and welfare of employees and the public by complying with the appropriate health and safety policies, organisations and arrangements and the employment of safe working practices and risk assessment and management and to comply with the No Smoking policy.
12. Other duties: To undertake other duties, as appropriate, to achieve the objectives of the post, and to assist the organisation in the fulfilment of its overall objectives, commensurate with the post holders salary, grade, abilities and aptitude.

Person Specification

In order to fulfill the responsibilities outlined in the job description, the person appointed to the above post must demonstrate the following qualities, skills and experience:

	Qualifications and Experience	Essential (E) Desirable (D)	Assessment method
1.	To be educated to GCSE standard at grade C or above or equivalent	E	AP/I
2.	To hold a minimum of business administration level 2 qualification	E	AP/I
3.	Significant experience in office administration	E	AP/I
4.	Hold a track record of high attendance and punctuality	E	AP/I
5.	Experience in communicating effectively with people from a variety of backgrounds	E	AP/I
6.	Experience working flexibly in a small team, building strong day-to-day relationships with colleagues.	E	AP/I
7.	Highly computer literate: confident and proficient with Word, Excel, PowerPoint, Outlook, internet and data entry.	E	AP/I
	Skills & Abilities		
8.	Excellent customer service skills	E	AP/I
9.	Ability to communicate effectively, clearly and confidently in written, verbal and electronic forms appropriate to the audience	E	AP/I
10.	Ability to work to deadlines and prioritise work	E	AP/I
11.	Keen to learn and has the confidence to ask questions	E	AP/I
12.	Ability to work methodically and independently, with minimal supervision	E	AP/I
13.	Able to manage a varied workload, balancing scheduled tasks with requests for assistance from the staff team, which may have short deadlines.	E	AP/I
14.	Good problem solver who has the ability to use their initiative to find solutions	E	AP/I
15.	Strong attention to detail with the ability to carry out replicable tasks to a high standard	E	AP/I
	Knowledge & Understanding		
16.	An understanding of sports development and sports coaching	D	AP/I
17.	A good working knowledge of administration processes, systems and databases	E	AP/I
	Personal Attributes		
18.	Self-motivated, punctual, reliable, able to maintain confidentiality.	E	AP/I
19.	To have a commitment to take responsibility for self-development	E	AP/I
20.	Display personal responsibility for decision making and actions	E	AP/I
21.	Focused on providing an excellent quality of service	E	AP/I
Key	AP – Application process, I – Interview, T – Test, R – Reference		

The interview panel will determine the priorities of the elements of the person specification.

Sport Structures was formed in 2002 with the aim of providing high quality, cost effective consultancy, management and administration services to sports organisations. Our vision is:

To be the leader in developing people and organisations in sport

The company has evolved considerably since its evolution, increasing the range of products and services on offer with new business areas emerging thanks to the considerable knowledge and experience within the senior team. The company is underpinned by a strong graduate training and development approach. We have a defined mission:

Our mission is:

Through our expertise, we take a collaborative approach to provide a great experience through delivery of bespoke products and services.

We have three business areas:

- Sport business
- Education and training
- Apprenticeships and pre-apprenticeships

Our offices are based in central Birmingham and we offer a professional, friendly and supportive environment with flexible working.

<p>Please send:</p> <ul style="list-style-type: none">• A CV outlining your educational qualifications, employment career/references and relevant training• A covering letter to describe how your skills, abilities, knowledge, and experience meet the requirements of the position.• A completed a job application form <p>We have the right to reject applications that do not fulfil the above requirements (i.e. sending a CV with no accompanying documents will not be sufficient)</p>	<p>For specific enquiries or to return application forms and supporting documents, please contact Kath Robinson:</p> <p>Email: katherine.robinson@sportstructures.com</p> <p>Contact Number: 07917 388 174</p>
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