

Job title:	Data Administrator (Kickstart)
Salary:	National minimum wage
Hours of working	25 hours per week We have a flexible approach to working balanced with business need
Persons Responsible to:	Project Manager Coach Education and Compliance
Persons responsible for:	N.A
Location:	Working in the office (Edgbaston, Birmingham)
Special conditions:	Casual car user allowance for business travel only. Attendance at meetings/events may be required outside of normal office hours in which case reasonable notice will be given.
Job closing date:	Friday 28th May 2021, 4pm.
Interview date:	ASAP.

Job Purpose and Summary

This role is a 6 month UK Government funded Kickstart placement, and will be for 25 hours per week on NMW. Kickstart placements are for people currently claiming Universal Credit and only applicants aged between 16-24 can be considered.

We are seeking a self-motivated and enthusiastic administrator to provide administrative support for our apprenticeship and coach education provision, along with supporting cross company projects.

This is a valuable role within the company as it will involve the inputting and management of customer and client details via our CRM system, which is essential for our company communications.

The successful applicant is required to have excellent computer 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 excellent attention to detail.

Duties and Responsibilities:

1. Data inputting and management: To maintain the company CRM database by inputting new contacts and ensuring the database is up to date and compliant, in line with GDPR guidelines.
2. Apprenticeship recruitment: To carry out administration responsibilities to support the effective recruitment and selection of apprentices.
3. Apprentice progress: To monitor and track and progress for apprentices including progress reviews, off-the-job hours, and additional learning support evidence.
4. Compliance: To ensure all compliance information is up-to-date and accurate for apprentices, learners, employers, and workforce.
5. Processes and procedures: To ensure all procedures are up-to-date and be responsible for developing and reviewing procedures where necessary.
6. Course administration: To support the administration of our coach and volunteer education courses, responding to registered interests and supporting with learner bookings through our website.
7. Customer service: To provide high quality customer service through answering the phone and dealing with enquiries effectively.
8. Customer support: To be proactive in maintaining regular contact with potential employers, apprentices, and learners, ensuring that enquiries are dealt with promptly and effectively, providing relevant advice and information.
9. Event support: To support the organisation of meetings, virtual, face to face and other service-related events to support delivery.
10. Communication: To communicate effectively with apprentices, learners, employers, workforce, and clients ensuring they have the correct and relevant information.
11. Website maintenance: To update our website booking pages with information on forthcoming education and training courses.
12. Relationship management: To work effectively with colleagues and to build, develop and maintain customer and client relationships.
13. Data and research: To support with the collation of cross company data and web-based research.
14. Information storage and organisation: To ensure data and information is stored and filed effectively in physical and electronic formats as required and it is organised and cleansed periodically in line with our data disposal policy.
15. Office tasks: To undertake a variety of office tasks which may include (but not limited to); photocopying, printing, scanning, storing paperwork, and supporting with preparation and

finalisation of the meetings held in the company meeting rooms.

16. Reporting: To distribute client and customer surveys to gain feedback which will help us identify areas for improvement.
17. Training and development: To undertake appropriate training and development opportunities.
18. 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.
19. 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.
20. 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 holder's salary, grade, abilities, and aptitude.

Person Specification

Our company is underpinned by highly motivated people who share enthusiasm for their work. We recruit individuals whose honesty, integrity, initiative, and creative approach to problem solving shines through. An inspiration to your colleagues, you will have passion and a commitment to getting things done while always placing the 'customer' at the center of everything you do. Above all you must demonstrate the following qualities, skills, and experience:

	Experience	Essential (E) Desirable (D)	Assessment method
1.	To be educated to A-level standard or equivalent	D	AP/I
2.	GCSE Grade C or equivalent in English, Mathematics and ICT	D	AP/I
3.	NVQ Level 2 or higher in Administration	D	AP/I
4.	Relevant experience in office administration, preferably in a sporting setting	D	AP/I
5.	Hold a track record of high attendance and punctuality	D	AP/I
6.	Experienced and proficient IT skills (using Microsoft office and CRM systems)	D	AP/I
7.	Experience in communicating effectively with people from a variety of backgrounds	D	AP/I
8.	Experience working flexibly in a small team, building strong day-to-day relationships with colleagues	D	AP/I
9.	Experience of handling data and statistics	D	AP/I
10.	Experience in information research, retrieval and collation using web-based systems	D	AP/I
Skills & Abilities			
11.	Excellent customer service skills with a proven ability to respond positively and proactively to colleagues and external contacts	D	AP/I
12.	Excellent interpersonal skills with the ability to communicate effectively, clearly and confidently in written, verbal and electronic forms appropriate to the audience	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.	Keen to learn with the confidence to ask questions	E	AP/I/
15.	Ability to work methodically and independently, with minimal supervision	E	AP/I
16.	Ability to produce accurate summaries of meetings, events and conversations	E	AP/I
17.	Excellent organisational and time management skills	E	AP/I/
18.	Good problem-solving skills and ability to use initiative	E	AP/I
Knowledge & Understanding			
19.	A knowledge of apprenticeships	D	AP/I
20.	A knowledge of sports development and sports coaching	D	AP/I
21.	A good working knowledge of administration processes, systems and databases	E	AP/I
Key	AP – Application process, I – Interview		

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

We are committed to a policy of equal opportunity for all. Our aim is to have a diverse workforce and welcome applicants from all suitably qualified individuals. To request a copy of our Equality and Diversity Policy, please contact us.

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 lead the sector by inspiring, creating and delivering opportunities that meet individual and organisational aspirations.*

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:

In developing people and organisations in the sport and physical activity sector, we will:

- *Deliver high quality products and services.*
- *Develop solutions that drive change and maximise impact.*
- *Provide accessible learning and development opportunities.*

We hold our values very highly in reflecting how we operate:

- **Passion:** *Inspired by our mission, we are driven to make a difference.*
- **Integrity:** *We commit and hold ourselves accountable to the highest standards of ethics.*
- **Excellence:** *We strive for high quality by challenging, reflecting, learning, and improving.*
- **Togetherness:** *We use the power of collective working to share, empower, educate, and innovate.*

Our offices are based in Edgbaston and we offer a professional, friendly, and supportive environment. As a company, we have a flexible approach to working to support our staff and their personal circumstances.

Please apply for the role, please submit:

- A job application form, found via our website <https://www.sportstructures.com/about-us/join-our-team/>
- A CV outlining your work experience, skills, training and identify a minimum of 2 referees.
- A covering letter to describe how your skills, knowledge and experience meet the requirements of the position.

Applications **without** the above documents, will **not** be considered.

Applications should be submitted to:

Ross.szabo@sportstructures.com

Sport Structures Limited

Suite 8, The Cloisters, 12, George Road, Edgbaston, Birmingham, B15 1NP

(t) 0121 455 8270

(w) www.sportstructures.com