

About us

We are a leading sport education and training provider, proudly serving the sport and physical activity sector since 2002. Our work is delivered through two organisations: **Sport Structures Limited** and **Sport Structures Community Interest Company (CIC)**. Together, we share a commitment to excellence, with the CIC reinvesting back into sport to create lasting impact. We are a company with a strong social conscience, driven by a clear vision:

Transform sport and physical activity through empowering and inspiring people.

We collaborate with a wide range of partners, including National Sport Organisations, National Governing Bodies, Active Partnerships, Community Foundations, and educational institutions. Our training supports individuals at every stage of their journey—apprentices, volunteers, coaches, and the professional workforce.

Over the years, we've delivered [landmark projects](#) that have shaped us as an organisation and we are proud to have won a [number of awards](#) over the years. Our mission is to:

Provide solutions that add value and drive positive change, reflecting the diverse needs of sport and physical activity.

Our values guide everything we do—both within our team and in our partnerships:

- **Passion**
- **Integrity**
- **Excellence**
- **Togetherness**

Job summary and scope

We are looking for a proactive and highly organised Administrator to support the smooth delivery of our commercial education programme and provide essential administrative support across the organisation. This varied role combines education administration with HR and general business support, making it ideal for someone who enjoys working across multiple functions.

You will coordinate the administration of education and training courses, supporting coaches, professional staff and volunteers from booking through to completion. Alongside this, you will play an important role in supporting our people processes by maintaining employee records, coordinating recruitment and onboarding activities, assisting with learning and development administration, and ensuring HR information is managed accurately and confidentially.

The role also provides administrative support to wider organisational projects, helping colleagues across the business to deliver high-quality services efficiently and effectively. You will be responsible for maintaining accurate information, supporting meetings and events, improving administrative processes, and delivering excellent customer service to learners, partners, suppliers and colleagues.

The successful candidate will be highly organised, confident using digital systems, able to manage competing priorities, and committed to maintaining confidentiality and accuracy. You will be someone who enjoys building positive working relationships, takes initiative to improve processes, and takes pride in providing professional administrative support across a busy and collaborative organisation.

Job title:	Administrator
Position type:	Permanent
Salary:	£17,333 to £17,680 pro rata (dependent on experience) Full time equivalent £25,000-£25,500 per annum.
Hours of working:	Part time (26 hours a week) We offer a flexible approach to working, balanced with business need.
Working arrangements:	Home-based with flexible working arrangements. We support flexibility in how hours are worked, subject to business requirements.
Persons responsible to:	Director of Digital Technology
Location:	Remote / Home based

Travel:	The postholder will be required to attend monthly collaboration days held in the West Midlands and quarterly staff meetings.
Benefits:	Access to ongoing professional development opportunities provided by Sport Structures
Special conditions	Occasional attendance at meetings or events outside normal office hours. Casual car-user allowance for business-related travel only.
Job closing date:	Friday 7 th August 2026
Interview date:	Week commencing 17 th August 2026

Duties and Responsibilities:

1. Course administration: Support the end-to-end administration of education courses, including managing the education database, booking venues and tutors, and sending relevant information to learners, partners, and workforce in line with established procedures.
2. Customer service: Provide high-quality customer service by managing the "Education" and "Online Learning" inboxes, answering phone calls, and responding to learner and partner enquiries promptly, proactively, and professionally
3. Learning administration: Administer the e-Learning platform by providing basic learner support, updating courses, and generating and exporting reports as required
4. HR administration: Provide administrative support for HR activities, including maintaining employee records, coordinating recruitment and onboarding activities, supporting staff training and development administration, and assisting with routine HR processes in line with company procedures.
5. Website pages: Maintain and update website booking pages with details of upcoming education and training courses.
6. Information management: Ensure the education database and other company records are accurate, complete and up to date, maintaining learner, course

and employee information in line with company procedures.

7. Relationship management: Collaborate effectively with colleagues across the organisation and build strong, professional relationships with learners, partners, suppliers and our workforce.
8. Sport project support: Assist Sport Project Officers with administrative tasks to support the efficient delivery of their work areas.
9. Awarding organisation administration: Register learners and events with awarding organisations and ensure certificates are processed and issued promptly.
10. Process management: Take responsibility for reviewing, maintaining and improving administrative processes and procedures where needed.
11. Event support: Assist in organising meetings and events, both virtual and in-person, to support the delivery of education and training activities.
12. Training and development: To undertake appropriate training and development opportunities
13. 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.
14. 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.
15. 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

We value people who are motivated, reliable and committed to delivering high-quality work. For this role, we are looking for someone who demonstrates honesty, integrity, discretion and initiative, with a practical approach to problem-solving. You should be able to work collaboratively as part of a team while also taking ownership of your own workload and managing competing priorities effectively. You should be able to demonstrate the following knowledge, skills, experience and personal attributes:

	Qualifications and Experience	Essential (E) Desirable (D)
1.	Educated to A-level standard or equivalent; a relevant vocational qualification or experience in administration is acceptable	E
2.	Strong numeracy and literacy skills (minimum GCSE level or equivalent)	E
3.	Proven experience in administration, including planning and prioritising workload effectively.	E
4.	Experience of working independently and as part of a team, demonstrating initiative and problem-solving ability.	E
5.	Experience of data entry and database management to maintain accurate records.	E
6.	Competent working knowledge of Microsoft 365 (including Outlook, Word, Excel, Teams and SharePoint) and experience of using organisational databases or information systems	E
7.	Experience of supporting HR or people administration, including maintaining employee records and assisting with recruitment or onboarding activities	E
	Skills & Abilities	
8.	Excellent customer service skills, with the ability to communicate professionally with people from diverse backgrounds.	E
9.	Strong organisational skills, with the ability to plan, prioritise, and manage multiple tasks effectively	E
10.	Ability to work under pressure, meeting deadlines while maintaining accuracy and attention to detail	E
11.	Clear and effective communication skills, both written and verbal, with the ability to write and speak in plain English	E

12.	Strong attention to detail to maintain accuracy when managing administrative processes, records and confidential information (E)	E
13.	Confident in Microsoft 365 and database systems	E
14.	Strong inter-personal skills and an ability to identify solutions and use initiative	E
15.	Ability to contribute positively when working as part of a team, whilst also working autonomously where required	E
Knowledge & Understanding		
16.	Understanding of sports development and the UK sporting landscape	D
17.	Understanding of office administration, record keeping, document management and data protection best practice. (D)	D
18.	Knowledge of delivering professional and responsive communications to individuals and partners.	E
Personal Attributes		
19.	Integrity, discretion and reliability, with the ability to handle confidential information appropriately and maintain professional standards	E
20.	Commitment to continuous professional development, staying up to date with industry trends and best practice.	E
21.	Willing to travel, holds a full driving license and access to own transport	D
22.	Positive, can-do attitude, demonstrating high levels of motivation and pride in delivering quality work.	E
23.	Has a suitable Disclosure and Barring Service Check	D

The interview panel will assess candidates against the criteria outlined in the person specification, prioritising elements relevant to the role. We are committed to providing equal opportunities for all applicants and aim to build a diverse and inclusive workforce. Applications are welcomed from all suitably qualified individuals. A copy of our Equality and Diversity Policy can be found on [our website](#).

The successful applicant will need a clear DBS certificate and will have responsibility for safeguarding children and vulnerable adults in line with our policies.

To apply, please submit:

- A completed job application form (available on our website)

- A CV (maximum 2 pages) including details of at least two referees
- A one-page covering letter outlining how your skills, knowledge and experience meet the requirements of the role

Please note that applications submitted without all of the above documents will not be considered. Applications should be submitted to: HR@sportstructures.com

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

(t) 0121 455 8270 (w) www.sportstructures.com