**Job Description**

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| **Job title:** | Team Bath Administrator – tennis and netball |
| **Department/School:** | Department of Sports Development & Recreation |
| **Grade:** | 4 |
| **Location:** | Finance Office and adjacent Tennis Office |

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| **Job purpose** |
| This post holder will support the Department’s tennis team, engaging operationally with all aspects of tennis activity across all disciplines. The postholder will be based within the Finance Office and line-managed by the Finance Manager, while also spending time within the Tennis office. The postholder will also provide finance and administration support to the netball programme.  This is a busy and varied role involving daily communication with staff, students and current/potential players, so the post holder will need to have excellent organisational skills, demonstrate a good use of initiative and have the ability to multi-task and prioritise. The postholder will be involved in process improvement and the development of new systems using University software. |

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| **Main duties and responsibilities** | |
| To assist and ensure the smooth running of the Department’s tennis team by assisting on day-to-day operations of the tennis programmes (circa 80% of the role) as well as providing support on general administration and financial processing for the netball team (circa 20% of the role). | |
| **1** | **Main duties and responsibilities**  **Tennis**   1. Acting as a point of contact (both in person and via email) for students, staff, customers and external stakeholders, dealing with enquiries and providing support in a professional and timely manner. 2. Supporting the Tennis Manager with day-to-day operations of the Tennis Academy including; termly and yearly school timetables for around 30 players, overall academy tennis schedules covering approx. 60 players – (coaches, courts, groups), taxi timetables, enquiries/recruitment, balls order. 3. Supporting the Head of Club Coaching with all administration related to camps and courses including court bookings, invoicing, direct debits and dealing with enquiries. 4. Management of Courts; bookings (both internal and external such as events/competitions), setting opening/closing times for the year, general contact for maintenance and management of facility with duty managers, operations 5. Updating and tracking of a calendar covering all aspects of the programme and the cross-over between them; club, academy, schools, events 6. Booking BUCS and Academy Tournament travel using University systems and logging and monitoring associated expenses. Invoicing for tournament trips 7. Management of shared mailboxes 8. Taking responsibility for the creation and maintenance of accurate database records through Gladstone MRM, Excel & Teams.   **Tennis and Netball**   1. Financial administration, including but not limited to the Invoicing of tennis and netball activity across all programmes. This includes ensuring University procedures are followed in the hiring and use of consultants, raising purchase orders, direct debits, NESAs and invoicing. 2. Supporting major event preparation; assisting with logistics (deliveries, parking permits, catering, signage) 3. Providing support where appropriate for Team meetings, including compiling the agenda, writing minutes and disseminating information. 4. Work with marketing team in the creation of professional marketing materials |
| This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder. | |

**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| * Educated to A level or equivalent experience | √ |  |
| * Evidence of continual professional development |  | √ |
| * AAT Level 2 or 3 |  | √ |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| * Experience of working in an administration role requiring a high degree of accuracy and attention to detail | √ |  |
| * Ability to coordinate resources other than oneself (arrange events) | √ |  |
| * Experience of working with financial processes | √ |  |
| * Experience of managing direct debits |  | √ |
| * Experience of working as a part of a team | √ |  |
| * Knowledge of Agresso |  | √ |
| * Knowledge and application of standard IT packages and databases | √ |  |
| * Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines | √ |  |
| * Experience of successfully developing and implementing systems and processes |  | √ |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| * Clear written and oral communication skills, with a high level of accuracy and attention to detail | √ |  |
| * Good interpersonal skills in order to communicate effectively with staff, students and members of the public. Ability to develop good working relationships | √ |  |
| * Highly organised and with a close attention to detail | √ |  |
| * Competent, conscientious and motivated with a methodical approach to work | √ |  |
| * Interested in process improvement and advances in technology |  | √ |
| * Ability to be adaptable and flexible and to learn new skills quickly |  | √ |
| * Ability to understand others’ requirements and preferences (athletes, coaches) when designing schedules, logistics, |  | √ |
| * Ability to prioritise and carry out multiple workstreams simultaneously | √ |  |
| * Comfortable with numbers and figures | √ |  |
| * A working knowledge or interest in sports programmes |  | √ |
| * A can-do attitude, willing to take on work and support colleagues as required | √ |  |
| * Ability to handle confidential information with tact and discretion | √ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g., clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |