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| **Job Title:** Office Administrator | **Current Job Holders:** N/A |
| **Department:** Executive Office | **Effective Date:** Aug 2021 |
| **Location:** Kenilworth Road | **Role Type:** Employee |

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| **JOB PURPOSE**  This is a busy and broad role spanning across the Club to provide comprehensive administrative and operational support.  The role will focus on high quality administration on a daily basis to help with the smooth running of the Executive Office and Club reception. The role also acts as a key link to the Clubs community initiatives and supporter engagement via the Community Trust and the Clubs Supporter Liaison Officer (SLO).  The ideal candidate will be a personable and professional individual who is able to undertake a variety of support tasks and manage a varied workload. This is a busy and broad role, where matchday and out of standard hours work is required. |
| **RESOURCES MANAGEMENT**  **Management responsibility for**: N/A  **Reports to:** Operations Director / CEO  **Budgetary signing limit and commercial framework:** N/A |

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| **KEY RESPONSIBILITIES**   * To provide administrative services including; diary management, booking meetings, organising travel and preparing travel itineraries etc for the CEO and Operations Director. * To coordinate, attend, and take minutes for the CEO and Operations Director as required. * To cover the main reception area to assist with welcoming guests to the Club, ensuring the booking system and access control processes are followed and any refreshments are provided. * To operate the telephone system in a professional and efficient manner, using the correct protocols. * Opening and distributing post/franking post and coordinating couriers as required. * Ordering stationary and any other office related supplies as required. * Manage various Club inboxes and respond professionally and in a timely manner. * To support the HR Manager as required with any HR related work, such as administration, organising interviews etc. * To act as a link to the Community Trust and Club where appropriate, by supporting with building relationships with key groups and organisations including; local authorities, government departments, football authorities, education authorities etc. * To support the SLO with the organisation of the matchday experience, with particular focus on the Family Area and related initiatives. * To assist with the management and administration of the ‘Here to Help Volunteers’. * General administrative duties as required.   Key Internal Relationships:   * Board of Directors * CEO * Executive Office * Commercial * Marcomms * Community Trust * Supporter Liaison.   **Health & Safety:**  Employee requirements:   * Maintain up to date knowledge of Health & Safety related guidance and processes within your role and in line with the Club’s Health & Safety Policy. * Consider the Health & Safety implications of all actions and inaction within your role. * Support and uphold agreed standards for Health & Safety compliance, including assisting in accident, dangerous occurrence and near miss investigations within your role. * Follow and adhere to; safe management systems and working practices in line with the Club’s Health & Safety Policy. * Ensure you have been briefed and are confident in using any equipment prior to use and seek guidance from your line manager as required. * Regularly review risk assessments, safe working, and management systems associated with your role. * Liaise regularly with the Club’s appointed Health & Safety representatives to support and maintain compliance * Maintain records of all Health & Safety issues within your role and area of responsibility.   **MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION**  **Education/Qualifications/Training:**   * Educated to degree level, ideally within Business Administration or equivalent   **Specific Experience:**   * Proven experience working as a Personal Assistant or Administrator in a busy and varied role before. * Strong customer service experience, supporting internal and external stakeholders. * Experience with Microsoft Office packages, particularly Word and Outlook and highly computer literate. * Previous experience working within Sport or Events would be advantageous.   **Abilities/Skills/Knowledge:**   * A self-starter with a high level of initiative and proactivity. * Great communication skills and confident working alongside senior executives. * Uses initiative with minimal supervision with the desire to proactively support stakeholders. * Can manage a heavy workload with strict deadlines. * Process oriented with excellent organisational skills. * Ability to maintain integrity and confidentiality in all matters. * Flexible and willing to take on ad-hoc tasks. * Comfortable working independently and as part of a team. * Outstanding customer service skills. * Able to thrive in a fast-paced work environment. * Ability to tightly manage your time effectively and productively. * Remains calm under pressure. * Ability to work matchdays including evenings and weekends. * Focused on achieving Club, departmental and individual success. * Be an ambassador for the Club presenting the Club in a positive image at all times.   **Additional Information:**   * This a Full-Time role * Applicants must be eligible to live and work in the UK   **SAFEGUARDING STATEMENT**  The Club is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.    The Club has systems in place to ensure that the welfare of vulnerable groups is dealt with appropriately and sensitively. Everyone working at the Club has a duty of care to safeguard the welfare of children and young people by creating an environment that protects them from harm. Our standards of practice ensure all staff are fully aware and understand their responsibilities under safeguarding legislation and statutory guidance.    The Club ensures that all staff that have a direct responsibility for children, young people or vulnerable adults, have been subject to the most stringent of recruitment practices which include DBS and reference checks.  These staff are alert to signs of abuse or maltreatment and will refer concerns to the relevant Designated Safeguarding Officers using the agreed safeguarding procedures.  **EQUALITY STATEMENT**  The individual must at all times, carry out their duties with due regard to the Clubs policies and procedures and in particular the Club’s Equality, Diversity and Inclusion Policy.  The individual must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation, or harassment of any description and to promote positive working relationships between all internal and external stakeholders. The individual must contribute to encouraging equality and respecting diversity by embedding such values in the workplace and challenging inappropriate behaviour and processes. |