

# NOTTINGHAM RUGBY JOB DESCRIPTION

## Office Administrator

**Revision Date:** 10<sup>th</sup> August 2021

**Position Title:** Office Administrator

**Reports To:** Chief Operating Officer

**Department:** Office

**Location:** Lady Bay

### Position Summary:

Working as part of an enthusiastic and motivated office team at a professional rugby union club, the Office Administrator is responsible for managing the office environment, general administration and ticketing services for Nottingham Rugby. The person is responsible for the management and co-ordination of all ticket sales for the club, as well as being part of the customer services team for sponsorship and hospitality management.

The role involves both verbal and written communication, using a combination of telephone, email and face-to-face contact. The person will spend most of their time at Lady Bay, either in the office, or in the ground on match days, but will also attend meetings off site with some clients and suppliers.

The Office Administrator will perform a key role on a match day and events, managing the ticket office, payment of staff and ensuring that all financial operations within the club are coordinated and managed with the accounts department.

This person will report to the Chief Operating Officer and support the work of the clubs' office.

Flexible working, including working home match-days at weekends (largely Friday nights) and working other events is required for this role.

### Position Details:

Key Accountabilities	Indicators of Effectiveness
<b>General</b>	
Provide administration support for the successful running of Lady Bay training ground including the Astroturf	Support delivered efficiently and to the required timescales and requirements
Attend team meetings and assist with work scheduling, taking minutes as appropriate	Attend weekly team meetings and contribute to them. Attend other internal and external meetings as required
Answer and action as appropriate telephone calls in the office	Prompt and efficient telephone manner
Provide administration support to the rugby department	Support delivered efficiently and to the required timescales and requirements
Assist with the sale and management of	Targets met; sponsors satisfied

<b>Key Accountabilities</b>	<b>Indicators of Effectiveness</b>
sponsorship	
Assist with the co-ordination of key non-rugby events, e.g: the ball, raffle, varsity, etc	Events profitable and successful
Support the community department with appropriate administrative support	Effective and profitable community programme
Receive general email enquiries in the office and deal with them to a high standard within 48 hours	Prompt and efficient email response
Face-to-face customer interaction in the office and on match-days in the ground	Satisfied customers and sponsors
Deal with existing and new club sponsors as appropriate and agreed	Satisfied sponsors, new sponsors engaged
Assist with the sale and coordination of hospitality for match days & keep databases updated	Targets met, customers satisfied and repeat purchase
To undertake additional office duties as required	PART OF THE TEAM!
<b>Finance</b>	
Support in the cashing up and banking process during match days and in particular in the ticket office	High quality customer experience
Raise invoices as required	Prompt and efficient processes followed
Provide regular banking information to the finance team	Prompt and efficient processes followed
<b>Ticketing / Match Day</b>	
Take and process ticket sales via telephone, email, over the internet and face-to-face, including bookings for hospitality	Satisfied customers and sponsors
Printing, allocation and distribution of tickets	All delivered and satisfied customers
Manage the ticket office on a match day and cash up the ticket office, process staff payments and update spreadsheets	Manage the ticket office successfully on a match day and ensure all spreadsheets are completed in timely fashion
Manage and communicate the players match day responsibilities	Players aware of roles on match days

### **Necessary Skills and Attributes:**

<b>Skills and Attributes</b>	<b>Details</b>
<ul style="list-style-type: none"> <li>Academic/Technical Qualifications</li> </ul>	<ul style="list-style-type: none"> <li>O Level / GCSE grade A-C (or equivalent) English and Mathematics</li> <li>Higher, or further education qualification desirable, but not essential</li> </ul>

Skills and Attributes	Details
<ul style="list-style-type: none"> <li>• Knowledge and Experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous experience of working in an office environment desired</li> <li>▪ Examples of work</li> </ul>
<ul style="list-style-type: none"> <li>• Computer Skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ IT literate, knowledge of Windows (Excel, Word, PowerPoint and Outlook)</li> <li>▪ Database management (Excel and/or Access)</li> </ul>
<ul style="list-style-type: none"> <li>• Communication Skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to be persuasive and communicate on a variety of different levels</li> <li>▪ Excellent customer service skills and a high level of professionalism</li> <li>▪ Friendly &amp; helpful personality</li> </ul>
<ul style="list-style-type: none"> <li>• Attitudes and Behaviour</li> </ul>	<ul style="list-style-type: none"> <li>▪ Self motivated and good at working as part of a small team</li> <li>▪ Flexibility to support the clubs' growth and development, particularly with events</li> <li>▪ Organised and good attention to detail</li> <li>▪ Working on own initiative</li> <li>▪ Keen interest in activity and health</li> <li>▪ Ability to develop quality working relationships</li> </ul>

### **Key Relationships:**

#### **Within The Company:**

- Chief Operating Officer – Steve Smith
- Finance – Chelsea Newell
- Press & Marketing Officer – Ash Willis
- Hospitality & Events - Sally Mitchell
- Community Team – Josh Poullet
- Rugby Department coaches, staff and professional players

### **Remuneration & benefits:**

Salary band for this position: Part time circa 15 - 25 hours anticipated per week plus match days & events.

Holiday entitlement: 20 days, plus bank holidays and days in lieu

Other benefits: Training and development opportunities

### **Contact:**

To apply for this position, please send your covering letter and CV to Steve Smith, Chief Operating Officer [steve.smith@nottinghamrugby.co.uk](mailto:steve.smith@nottinghamrugby.co.uk) by no later than Sunday 12<sup>th</sup> September 2021, 10.00pm.

For further information or an informal discussion please contact Steve Smith on 07809 705418.

To find out more about Nottingham Rugby please see [www.nottinghamrugby.co.uk](http://www.nottinghamrugby.co.uk)