

NOTTINGHAM RUGBY JOB OPPORTUNITY

OFFICE MANAGER

INTRODUCTION

Working as part of an enthusiastic and motivated office team at a professional rugby union club, the Office Manager 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 Manager 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.

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

POSITION SUMMARY & RESPONSIBILITIES

The Office Manager will lead on off-field areas of the organisation. This will include, but is not exhaustive to the following:

- Provide administration support for the successful running of Lady Bay training ground including the Astroturf
- Attend team meetings and assist with work scheduling, taking minutes as appropriate
- Answer and action as appropriate telephone calls in the office
- Provide administration support to the rugby department
- Assist with the sale and management of sponsorship
- Assist with the co-ordination of key non-rugby events, e.g: the ball, raffle, varsity, etc
- Support the community department with appropriate administrative support
- Receive general email enquiries in the office and deal with them to a high standard within 48 hours
- Face-to-face customer interaction in the office and on match-days in the ground
- Deal with existing and new club sponsors as appropriate and agreed
- Assist with the sale and coordination of hospitality for match days & keep databases updated
- To undertake additional office duties as required
- Support in the cashing up and banking process during match days and in particular in the ticket office

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- Raise invoices as required
- Provide regular banking information to the finance team
- Take and process ticket sales via telephone, email, over the internet and face-to-face, including bookings for hospitality
- Printing, allocation and distribution of tickets
- Manage the ticket office on a match day and cash up the ticket office, process staff payments and update spreadsheets
- Manage and communicate the players match day responsibilities

KEY EXPERIENCE NEEDED

- Previous experience of working in an office environment desired

MAIN SKILLS AND QUALIFICATIONS

- O Level / GCSE grade A-C (or equivalent) English and Mathematics
- Higher, or further education qualification desirable, but not essential
- IT literate, knowledge of Windows (Excel, Word, PowerPoint and Outlook)
- Database management (Excel and/or Access)
- Ability to be persuasive and communicate on a variety of different levels
- Excellent customer service skills and a high level of professionalism
- Friendly & helpful personality
- Self-motivated and good at working as part of a small team
- Flexibility to support the clubs' growth and development, particularly with events
- Organised and good attention to detail
- Working on own initiative
- Keen interest in activity and health
- Ability to develop quality working relationships

INTERNAL AND EXTERNAL RELATIONSHIPS

Line management of:

- General Manager – position vacant
- Finance – Chelsea Newell
- Press & Marketing Officer – Ash Willis
- Hospitality & Events - Sally Mitchell
- Community Team – Josh Poullet
- Rugby Department coaches, staff and professional players

REMUNERATION AND BENEFITS

- Full time equivalent salary £18,000 - £20,000, subject to experience.

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- Qualify for company bonus scheme
- Enrolment to company pension scheme
- 23 days annual holiday, plus statutory holidays, pro-rata for any part year of employment
- Training and development opportunities

JOB ROLE SUMMARY

Position Title:	Office Manager	Department:	Office
Reports To:	Chief Executive Officer	Location:	Lady Bay

HOW TO APPLY AND FURTHER INFORMATION

To apply for this position, please send your covering letter and CV to ash.willis@nottinghamrugby.co.uk by no later than Sunday 14th November 2021, 10.00pm.

For further information or an informal discussion please contact ash.willis@nottinghamrugby.co.uk / 0115 9070070.

To find out more about Nottingham Rugby please see www.nottinghamrugby.co.uk