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| **Job Title** | East London Sport Administrator |
| **School / Service** | East London Sport |
| **Grade and Salary Range** | Grade C/ £30,800 to £33,817 inclusive of London Weighting. |
| **Location and Hybrid working status** | East London Sports Dock - Docklands |
| **Reporting to** | Administration Manager |
| **Liaison with** | Staff, Students and Customers |
| **Contract type** | Permanent |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT**

Sports Dock is the flagship UEL sports facility, opened in early 2012, and is one of the largest indoor sports facilities in East London. The sports centre has recently undergone a £500,000 investment and includes two sports arenas, a large fitness facility, Optimal Zone functional room, dance studio and an outdoor 3g football pitch. Sports Dock is open 7 days a week, 362 days per year, and is a fantastic resource for Students, Staff and the Local Community. It also boasts a very diverse activity programme and hosts regular sports clubs and national and international events. Our Workforce Programme and through a range of placement opportunities we help to inspire young people to be healthy and active. The service is supported by four main pillars: Community, Integrity, Commitment and Innovation.

**JOB PURPOSE**

The role holder will be expected to perform all duties and responsibilities are at the direction of the East London Sport Senior Management Team and are set out below. The post holder is expected to always conduct themselves professionally and perform the duties and responsibilities of the job description to the required standard.

**KEY DUTIES AND RESPONSIBILITIES**

1. To provide administrative support to the East London Sport service and Events teams.
2. To assist with the process of invoicing, bookings and other financial and non-financial administrative tasks.
3. To undertake administrative duties as determined and agreed by the Administration Manager.
4. Liaising with Event customers to confirm agreed bookings and requirements.
5. Document Management (events) including risk assessments and liability.
6. Event and booking invoicing – both external and internal – including internal transfers.
7. Agresso – Purchase Orders, STAF Forms and IR35’s.
8. Assist in completing a range of Sports Dock usage reports for the Administration Manager.
9. Processing of Scholar Contracts, classroom bookings, XN bookings and external facility bookings.
10. Yearly facility programming and changes throughout the year.
11. ADDACS & ARUDD Report and Membership Management – Cancellations and Suspensions.
12. To undertake other duties throughout the building as required by the Centre Manager or Duty Manager to ensure the smooth operation of the complex.
13. General Office Duties such as stationery orders and ordering of equipment on Agresso, Annual Document Archiving, Sick form documentation and coordination.
14. Ability to assist all customers with online bookings and memberships.

**PERSON SPECIFICATION**

**EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS:**

* GCSEs in English and Maths grade A-C or an NVQ level 2 in Customer Service/Administration or equivalent (A/C)

**Desirable Criteria**

* Degree or 2 years’ experience in a similar role (A/C)

**KNOWLEDGE AND EXPERIENCE:**

* Relevant experience in a customer facing environment (A)
* Excellent administration experience and skills (A)
* Good experience of data and financial management (A)

**Desirable Criteria**

* Experience of a financial system e.g. Agresso (I)
* Experience of a Leisure Management Software eg. XN Leisure or Gladstone (I)

**COMMUNICATION:**

* Good standard of written and spoken Englishand the ability to receive, understand and convey straightforward information in a clear and accurate manner(A)

**SERVICE DELIVERY:**

* Experience of giving customers a positive and satisfactory service, by providing accurate and up to date knowledge of services available (A)

**TEAMWORK:**

* Experience of participating in a team, cooperating and contributing when required (A)

**OTHER ESSENTIAL CRITERIA:**

* Able to work unsocial hours if required (A)
* Excellent attention to detail and the ability to maintain work of high quality (A)

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (A)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

T = Test