

<b>Department:</b>	Core
<b>Job Title:</b>	Operations Administrator
<b>Salary:</b>	£14,400 – £16,800 (.6)
<b>Contract type:</b>	Permanent
<b>Hours:</b>	22.5 hours per week (.6)
<b>Responsible to:</b>	CEO, HOCP and Principal
<b>Location:</b>	Club Doncaster Foundation, Eco-Power Stadium, Stadium Way, DN4 5JW
<b>Regular working hours:</b>	Foundation office hours are Monday to Friday 9.00am – 5.30pm. There is an expectation to work some weekends & unsocial hours as deemed necessary, especially during programme delivery times.

**Purpose of the post:**

Placed within the core team this role involves being the first point of contact for staff, volunteers, beneficiaries and wider partners. The function of the role supports our governance processing and requires a combination of organisational skills, communication abilities, and an attention to detail to efficiently manage office tasks and contribute to the overall efficiency of our Foundation.

**Key Duties and Responsibilities:**

- Deliver all administration duties required to run our Foundation Operations.
- Deliver excellent customer service to all our Foundation stakeholders.
- Coordinate and book meeting rooms and Foundation board meetings.
- Support the DSO and DWO roles with safeguarding reporting and processing.
- Process all new starter induction paperwork and onboarding.
- Deal with incoming and outgoing post, emails and general enquiries.
- Produce monitoring reports to track progress and impact.
- Support the inputting of data whilst ensuring that data entry is entered in a timely manner, correctly and efficiently and in accordance with GDPR.
- Carry out all administrative tasks aligned to the single central record function.
- Update and review Foundation policy documents and support in insurance renewal processing.
- Carry out duties in accordance with all relevant company policies.
- Act always with utmost good faith to the club and the company.
- Devote full attention and ability to fulfilment of the duties required by the role.
- Other duties as reasonably requested by a member of the senior management staff.
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices.
- To work with colleagues throughout Club Doncaster to extend knowledge and skills to identify and develop best practice.
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails.
- Ensure all policies and procedures are adhered to.
- Active participation on continuing professional development and the appraisal process
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To maintain the quality-of-service provision, regularly evaluating work and seeking to make improvements.
- Present a professional image when dealing with both internal and external contacts and partners, always acting in a professional manner.
- To be aware and comply with the Health and Safety at Work Act.
- To carry out responsibilities with due regard to Equal Opportunities.
- To cover as and when required at other departments within the Club Doncaster Group.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by the Chief Executive.

## **Club Doncaster Foundation Staff Competencies:**

### **Our Values**

- We are professional in all we do
- We manage our business with respect and integrity
- Pride, passion and performance
- Open, honest brave
- Consistent innovation in all we do
- Energy, enthusiasm, humility
- Commercial in all we do
- Win-win relationships

### **Putting our clients first**

- Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation
- Knows who the clients are, understands our clients' needs and works hard to ensure that these are met
- Develops positive relationships with clients, handling dissatisfied or awkward clients effectively
- View the resolution of clients' problems as an opportunity to retain and secure future business
- Ensures all clients are dealt with in a proficient and friendly manner, with respect and integrity at all times

### **Getting things done**

- Performs all assigned tasks and procedures efficiently and in a timely manner
- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

### **Flexibility**

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation
- Put forward suggestions and ideas about new and better ways of doing things
- Learns rapidly, adjusting to new situations as they occur
- Demonstrates a commitment to deliver a high-quality service at all times

### **Communication skills**

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate
- Listen to and respects other people's views and opinions
- Any written work required by the role is clear, accurate and to the point
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language
- Uses the correct communication technique to suit the situation

### **Managing Self /Relationships**

- Develops open and effective relationships with all colleagues
- Awareness of impact of own behaviour on others and is able to modify approach or style to achieve results
- Can discuss differences openly and without recrimination
- Share information and keeps all relevant parties informed
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer
- Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them

**Important information**

The above-mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young people and may be subject to an Enhanced DBS check. Clearance through The FA DBS system is required. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.

<b>Personal Skills/Characteristics</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment (List Code Below)</b>
<b>Experience</b>			
Experience of an administrative role.	X		AF/I
Experience of working for a charity		X	AF/I
Experience of dealing with safeguarding issues		X	AF/I
<b>Qualifications and training</b>			
Appropriate qualification relating to business administration	X		AF/CR
Appropriate safeguarding qualification		X	I/CR
First aid qualification		X	I
<b>Special skills and knowledge</b>			
An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community	X		AF/I
Proven administration skills, providing staff and volunteers with clear direction to achieve defined standards	X		AF/I
Proficient in use of Microsoft Office systems e.g. Office, Excel, Access and Powerpoint or equivalent system	X		AF/I
<b>Personal qualities</b>			
Positive attitude with the ability to motivate and enthuse	X		I
Excellent written and verbal/presentation communication skills.	X		I
Ability to prioritise and meet deadlines	X		AF/I

<b>Personal circumstances</b>  Ability and willingness to work outside normal hours (when required) including evenings and weekends up to 22.5 hours	X		I
<b>Physical Requirements</b>  No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments)  Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability)	X		AF/I/R  R

- \*      AF =    Application Form  
           I     Interview  
           R     Reference  
           CQ    Certificate Qualification

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.