

Job Description Administration Officer

Position: Administration Officer	Department: MK DONS SET	Reporting to: CEO
Salary: £21,225 per annum	Contract: Permanent	Hours per week: 37.5 (5 days out of 7)

Job purpose: MK Dons Sports and Education Trust (SET) are recruiting an Administration Officer to join our team supporting the whole business with first point of contact for phone calls, email and drop in enquiries and data entry for teams across the business.

As Administration Officer for MK Dons SET you will be responsible for managing and disseminating all calls for the business and completing data inputting requirements for bookings, delivery teams using 'Views' and 'Salesforce' and support teams with booking forms through our new booking system 'Participant'.

To oversee the management of vehicles booking process and servicing for MK Dons SET.

The work will also involve supporting MK Dons SET team with arranging meetings, hospitality and access to sites.

Finally, the role requires a flexible people centred approach to support the wider team with administration and delivery demands across our community offer as needed.

Role Competencies:

Planning Timescales:

- Tasks will include carrying out administrative tasks as planned with wider MK Dons SET provision.
- Manage your own time to ensure that all data received from coach delivery is loaded to the database portals of Views and Salesforce correctly and before due dates.
- To upload bookings to the 'Participant' portal by deadlines to ensure customers are able to book online, and manage enquiries and support needs to ensure no one is unable to book and pay for services required.
- Plan and manage the SET vehicles books, servicing, MOTs and repairs as needed.

Decision Making:

- To manage and field all calls received as first point of contact for MK Dons SET staff and coaches, to provide support and manage enquiries and know when to escalate to managers. You will deal with all enquiries and make sure they are dealt with by the right people/teams.
- To ensure all database materials are uploaded accurately and consult with coaches if discrepancies in data provided.
- Oversee the office management for SET Staff including stationary ordering, Health and Safety and management of keys.

Impact & Influence:

- Ensure every enquiry, booking and service user that contacts MK Dons SET has a positive experience when contacting MK Dons SET.
- Make sure that records of all bookings and participant numbers are captured using Views and Participant booking systems for SET, printing reports weekly for managers.

Skill Level:

- High level of communication skills both face to face and via phone and email.
- Liaison with users and local community enquiries and promotion around delivery and facilities options as required.
- Excellent time keeping and reliability.
- Experience with Microsoft Office applications & good keyboard skills.

- Data entry system experience including Views, Salesforce, Participant (if not willingness to become a superuser through training).

Communication:

- To ensure all calls are managed professionally and appropriately to ensure excellent service user care.
- Excellent communication skills required to ensure a positive experience by team and all those using the MK Dons SET services and facilities, providing a 'can do, solution focused approach'.

Budget Management:

- Support with the collection of booking fees and payments for bookings if customers are unable to pay via booking system.

Lead & Develop:

- Lead by example with excellent communication and positive professional engagement at all times with SET participants and service users.
- Anti-oppressive practice and following of safeguarding policies and procedures to be undertaken at all times.

Operating Parameters:

- The role could require you working on different sites as business needs require

Essential & Desirable Job Criteria:

- Your role will require managing your time between dealing with all communication first point of contact for the business and data entry for our booking and delivery data collection points (E)
- To run the booking system for all 3 facilities using our new electronic system 'Participant' (E)
- To input data for delivery programmes using Views and Salesforce each week so records are maintained efficiently and accurately for whole business alongside programme managers (E)
- Take payments where individuals require support using booking system and engage with the local community regarding access to the facilities and respond to any enquiries for both regular and one-off bookings as required (E)
- To maintain accurate attendance records, budget sheets, rotas and timetables, and collate usage data to assist the organisation in monitoring community participation of the facilities (E)
- To provide reports and information to team leaders and coaches as required based on data entry systems used (E)
- To record and track all customer service correspondence (E)
- Organise and book meetings/events and take a record of the minutes as required (E)
- To ensure that Equality, Diversity and Inclusion is maintained and delivered in your work at all times (E)
- To ensure you follow safeguarding policies for children and vulnerable adults policies and procedures at all times (E)
- To oversee the management of MK Dons SET vehicles booking process and servicing (D)
- Any other job required by the SET management team to maintain operational capacity and need of the organisation (E)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 50

Level 1