

Job Description

MK Dons Sports & Education Trust

Apprentice Administrator

Position: Administrator	Department: SET – Admin Team	Reporting to: SET Administrator
Job level: Apprentice	Contract: Fixed Term	Hours per week: 30

Job purpose: To assist with the day to day administration and support the customer service function to ensure the efficient and smooth running of the Trust office.

Job Description

Main Objectives

- To support the MK Don SET with administration functions to support the smooth running of the organisation

Summary of Duties

- To support administration functions of the SET including photo copying, typing, filing, sending and receiving electronic mail, answering the telephone, receive bookings and preparing mail for dispatch.
- To support the customer service provision of the organisation through phone and email bookings and enquires
- Support the creation and uploading of social media feeds alongside teams and upload website materials as required.
- Prepare routine correspondence and enquiries by telephone, face to face, e-mail and letter
- To record and track all customer service correspondence
- Assist with the administration of any projects including marketing campaigns, leaflet design and visual displays required in the function of the SET Team.
- Organise and book meetings/events as required.
- Upload manual and computerised records including data entry

Perform other duties as required and considered relevant to the post and the objectives of the Milton Keynes Dons Sport and Education Trust.

Person Specification

Essential skills and qualifications:

- Good communication and interpersonal skills
- Experience with Microsoft Office applications & good keyboard skills
- Good telephone manner
- Demonstrate good planning and organisation skills
- Work well within a team and on own initiative
- Excellent timekeeping

Date created: 05/03/2018

- Willing to adhere to our safeguarding policy and wider SET employee policies

Desirable

- Experience in working in office environment
- Willing to work flexibly to include occasional evening and weekend work
- Experience of social media and website uploading
- Willingness to learn data entry systems e.g. views, salesforce
- NVQ Level 1 (minimum) in Business Administration (or equivalent)
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Behavioural Indicators:

Entry

- Personal Attributes (Integrity & Trust)
- Personal Attributes (Resilience)
- Delivery at Pace (Planning and Prioritisation)
- Delivery at Pace (Challenging the Status Quo)
- Thinking (Big Picture Thinking)
- Thinking (Understanding the Organisation)
- Functional Skills (Process Management)
- Functional Skills (Communication)

Reference: C0480

Closing date: 29th March 2019