

MK Dons Sports & Education Trust Administrator

Job Description and Person Specification

Position Details

Position: Administrator Contract: 37.5 hours per week	Department: Sports and Education Trust –Administration Team Salary: £17,062.50	Reporting to: Chief Executive Officer
--	---	--

Overall Objective: 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	Person Specification
<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To support the MK Don SET with administration functions to support the smooth running of the organisation <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • Responsible for the lead administrative support of the SET including football development, sports development, health, education and NCS functions of the organisation. • To support the customer service provision of the organisation through phone and email bookings and enquires • Provide administrative duties including photo copying, typing, filing, sending and receiving electronic mail, answering the telephone, receive bookings and preparing mail for dispatch. • Quality assure and upload social media feeds provided by team and upload website materials as required. • Reconcile and Process payments by cash, credit/debit card and cheque. • Respond to 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 and take a record of the minutes as required. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Good communication and interpersonal skills • Experience with Microsoft Office applications & good keyboard skills • Experience of data entry systems e.g. views, salesforce • Demonstrate good planning and organisation skills • Work well within a team and on own initiative • Excellent timekeeping • NVQ Level 2 (minimum) in Business Administration (or equivalent) • Willing to operate under and adhere to our safeguarding policy <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience in working in office environment • Willing to work flexibly to include occasional evening and weekend work • Experience of social media and website uploading

<ul style="list-style-type: none"> • Maintain manual and computerised records including data entry • Support with the SET Team administration as required. • Perform other duties as required and considered relevant to the post and the objectives of the Milton Keynes Dons Sport and Education Trust. 	
<p>Behavioural Indicators:</p>	
<p><u>Entry</u></p> <ul style="list-style-type: none"> • 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) 	
<p>Reference: C0479</p>	<p>Closing date: 29th March 2019</p>