

JOB DESCRIPTION

CLUB SUPPORT ADMINISTRATOR

Fixed-term contract until 31 March 2021 - 15hrs per week over 3 days.

Starting salary £6240 per annum

JOB DESCRIPTION

JOB TITLE: Club Support Administrator

RESPONSIBLE TO: Office & Finance Manager

JOB SUMMARY: To assist in the day-to-day management of the England Handball memberships and transfer system at the head office for England Handball, and from time to time general administrative support to the England Handball's operation as required.

1. Main Focus of the role

The Club Support Administrator will be responsible for providing high quality administration services that will support the efficient and effective operation of the club membership, registration and transfer systems. This will include handling enquiries, processing data and managing registrations via the online membership portal. There will also be requirement to process International Transfers, liaising with clubs and foreign federations.

2. Accountability

The Club Support Administrator will be accountable to, and appraised by, the Office & Finance Manager.

3. Key Aims and Objectives of the role

- Ensure the efficient and effective handling of administration supporting club memberships within agreed timescales.

- Process and record incoming and outgoing player transfers both nationally and internationally to agreed processes and timelines.

4. Key Roles and Responsibilities

- To handle relevant incoming enquiries in to the England Handball Head Office in a timely and efficient manner.
- To ensure the timely administration of club memberships including checking payments via the online membership system.
- To liaise with the European and International Handball Federations, as well as respective overseas national federations, regarding the transfer of players to and from England, including handling all paperwork and organising the payment of any fees by clubs.
- To provide advice and guidance to EHA members with regards to any queries related to player registrations/transfers.
- Verifying and approving players.
- To undertake pre-season updates on membership portal.

5. Management responsibilities

The Club Support Administrator does not have line management responsibility for any other employee within the EHA. However, from time to time there may be an intern to assist with the day to day administration and who will require advice and guidance from the Club Support Administrator.

6. Location of post

The post will be based at the England Handball's head office in Warrington.

NB. This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity you will be required to work and can be amended with consultation in the light of the changing needs of the organisation.

PERSON SPECIFICATION

The ideal candidate will be able to demonstrate the following key skills and experience:

- Experience of working in a busy office and handling a variety of enquiries and tasks.
- Ability to use a range of IT systems, including databases, word processing and website software packages.
- Maintaining and updating records and analysing/collating data and other information.
- Experience of communicating with a large and diverse customer audience through all types of media.
- Excellent communication skills including the ability to provide concise and accurate information to individuals and groups at all levels.
- Ability to deliver assigned projects on time and within budget requiring excellent organisation skills and the ability to prioritise conflicting requirements.
- Awareness and sensitivity to be able to work successfully within a team environment and to work effectively with other agencies.
- A willingness and commitment to work in a flexible, 'can do' environment.