



# Job Description

## Programme & Development Administrator

<b>Job Title:</b>	Programme & Development Administrator
<b>Responsible To:</b>	Dry Sports & Activity Manager
<b>Direct Reports:</b>	N/A
<b>Place of Work:</b>	You will be required to work at any site where the Company operates should the need arise

### Purpose of Job:

- To provide administrative support for the programme and development department
- To liaise with customers who book their parties ensuring all paperwork is in order and the programme supervisor has all information needed
  - This includes collating party information onto an appropriate document
  - Speaking to customers before the party make sure they have everything they need to know/ checking numbers
  - Sending the programme supervisor the details of the week before the party, this includes;
  - Completing a rider
- To cross check any childcare voucher payments and concession rate bookings for holiday camp
- To assist in making sure all relevant Ofsted paperwork is up to date
- Party and Holiday camp number reporting
- Collate live user feedback against core products
- To ensure all sites have badge and certificates in stock for all relevant sports working with FOH supervisors for stock checks.
- Communicate and take bookings for NRASTC training for swim teachers
- Learn 2 administration
- MRM configuration
- Department recruitment admin support
- Participant of the week support

### Key Responsibilities:

#### 1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

#### 2 Customer

- Maintain good relations with customers, dealing with all enquiries and complaints, offering help and support in line with the Company's customer care policies.

#### 3 People

- To work as a team member.
- To regularly feedback to the line manager.

#### 4 Financial

- Ensure through the booking process that all children have paid for holiday camp
- Ensure attendance reports are complete on a weekly basis for holiday camp and parties
- Assist in control of stock equipment and saleable items which are used to support the programmes.
- Stock control for party bags
- Order and distribute badge and certificates

#### 5 Business Development

- Managing the administration for parties across all SCT venues
- Managing the administration for concession and childcare voucher bookings
- Undertake other reasonable projects and tasks as required
- Research the markets to identify the opportunities for growth

#### 6 Operations

- Comply with all operational and emergency procedures
- To continually develop and review admin systems
- Follow all procedures and ensure safe practice is followed.
- Carry out any other duties that are appropriate to the post.
- Support with the effective use and administration on learn 2

#### 7 Key Performance Indicators

- Customer focused.
- Ability to communicate with people at different levels - parents, staff, management
- Professional and responsible.
- Flexible attitude to working with the ability to use own initiative.
- Good timekeeping.

#### 8 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.

<b>Essential</b>	<b>Desirable</b>
Excellent organisation and communication skills	Experience in a sport and leisure environment
Excellent computer skills	Desire to work with children
DBS Checked	Previous sales experience
Experience in working with spreadsheets	
Previous administration experience	