**Rotherham United Community Sports Trust**

**JOB DESCRPTION**

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| **Job Title** | Administration Apprentice |
| **Reports to** | Education Manager & Project Monitoring Officer |
| **Department** | Education |
| **Salary** | Apprentice Minimum Wage |
| **Hours** | The Administration Apprentice programme is developed in partnership with RNN group, provides opportunities for 16-18 year olds the chance to work in a busy proactive office environment, learning on the job skills.  As well as gaining experience and developing coaching skills in live environments, apprentices will work towards a number of industry-relevant qualifications including the FA Level 1 and Level 2 qualification.  Apprentices receive a weekly salary in line with the national apprentice wage for 30 hours of work, and enjoy a host of additional benefits and incentives. |
| **Job Purpose** | Rotherham United Community Sports Trust is seeking to appoint an enthusiastic, charismatic and dedicated person to support a variety of administrative tasks supporting the whole of the trust. |
| **Contract**  **Details** | * Fixed term contract, 12 – 18 months dependant on completion of apprenticeship programme. * Auto-enrolment into the Club’s pension scheme (depending on eligibility) * 28 days annual leave including national bank holidays |

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| Role Accountabilities & Key Duties | |
| Key Duties and  Responsibilities | * Support the trust where appropriate with administrative duties * Manage programme administration including petty cash, attendance records, data entry and evaluation. * Views – input sessions data for all sessions, including Premier league and English Football League funded projects. * Photo copying documents and preparation of documentation * Filing & administrative duties * Postal Duties * Meeting preparation * Word/Excel/PowerPoint/ Outlook * Minute taking * Negotiation with suppliers to ensure best value * The handling of customer enquires via telephone, email and social media |
| Person  Specification | * Excellent verbal and written communication skills * Excellent telephone skills and experience in customer retention * Ability to think clearly, creatively and imaginatively * Positive attitude and strong focus on teamwork * Ability to communicate with people from all backgrounds * Ability to build and maintain positive relationships with people * Focused on achievement, targets and continuous improvement * Demonstrate a high degree of flexibility and confidentially * Capable of presenting information, orally and written * Have skills to plan, organise and present information * Ability to work under pressure and to tight deadlines * Ability to work on own initiative * Competent IT skills |
| Managing Partnerships and Contracts | * Maintain and build positive relationship with key partners and stakeholders |
| Experience | * Proven experience of working in a fast paced and demanding environment * Ability to work collaboratively with people on projects across various departments and locations * GCSE in English and Mathematics Grade C or above * Excellent written communications * Ability to be flexible and adaptable to change * Good Keyboard skills. * Computer literate in Microsoft Office * Ability to meet deadlines. * Ability to plan and prioritise effectively when carrying out multiple simultaneous projects. * Ability to communicate effectively at all levels within an organisation. * General Office experience. * Being able to work as part of a team. * Excellent organisation skills and commitment to detail. * Strives for continuous improvement by seeking and sharing feedback appropriately and respectfully. |
| Qualifications | * GCSE in English and Mathematics Grade C or above |

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| General Duties & Accountabilities |
| • To support RUCST and Rotherham United FC in their aims and objectives at all times  • To ensure compliance with all relevant Club policies, including health and safety policies  • To ensure compliance with all relevant legal, regulatory, ethical and social requirements  • To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing RUCST and Rotherham United FC  • To keep confidential any information gained regarding the Charity, Club and its personnel  • To maintain a flexible approach to work at all times  • To undertake other duties and responsibilities as required from time to time  • Promote equal opportunities in recruitment, delivery and overall assessment  • Ensuring that all contact with and arrangements for participants and their welfare is safeguarding and promoted  • Contribute to quality assurance within the curriculum delivered |

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of Rotherham United Community Sports Trust.

RUCST is committed to safeguarding and promoting welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.

We are a diverse Trust that respects differences in race, disability, gender, faith background or personal circumstances we welcome all application. We want everyone to feel valued and included in the football community and to achieve their full potential. The trust is opposed to any discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

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| **Qualifications** | | **Essential** | **Desirable** |
| **1** | GCSE Grade A – C in English and Mathematics |   |  |
| **2** | Valid and Enhanced DBS (Disclosure & Barring Service) Check |  |   |
| **Skills, Knowledge & Experience** | |  |  |
| **5** | Ability to work collaboratively with people on projects across various departments and locations |   |  |
| **6** | Excellent written communications |  |  |
| **7** | Ability to be flexible and adaptable to change |  |  |
| **8** | Good Keyboard skills. |  |  |
| **9** | Computer literate in Microsoft Office |   |  |
| **11** | Experience of telephone based customer relations |   |  |
| **12** | An understanding and knowledge of Rotherham United Community Sports Trust |  |   |
| **Attitude/Behaviours** | |  |  |
|  | A “can do” attitude |  |  |
| **13** | Presents solutions rather than problems |  |  |
| **14** | Ability to establish good and productive working relationships, and work well in a team |  |  |
| **Personal Qualities** | |  |  |
| **20** | A dynamic, hardworking and enthusiastic individual |  |  |
| **22** | Excellent interpersonal and communication skills |  |  |
| **23** | Proactive attitude within the role |  |  |
| **24** | Excellent written and analytical skills |  |  |
| **25** | Quality focus – takes responsibility for ensuring a high quality of delivery and planning |  |  |
| **26** | Highly organised and able to manage multiple tasks |  |  |
| **27** | Drive and energy – demonstrates enthusiasm and is personally committed towards education and learning |  |  |
| **28** | Self-development – is receptive to feedback about own behaviour, strengths and areas for improvement |  |  |
| **29** | Flexibility and willingness to learn |  |  |
| **30** | Ability to work calmly under pressure, effectively organise, prioritise workloads and to meet deadlines. |  |  |
| **31** | Ability to work unsupervised |  |  |
| **32** | Ability to respect confidentiality and professionally on particular issues |   |  |