

## Job Description & Person Specification

**Title:**  Ticketing Systems **&** Office Support Administrator

**Reports to:** Marketing Manager

**Based at:** SMH Group Stadium, 1866 Sheffield Road, Whittington Moor, Chesterfield S41 8NZ

**Job Purpose:** To work as part of a small team in the administration office, club shop and reception you will be expected to: Provide excellent customer service and support to all customers and colleagues.

 **Salary:** Competitive

 Full Time 37.5 Hours per week (includes matchdays)

**JOB DESCRIPTION**

The post is to assist in the administration of the football club, the successful candidate must be prepared to multi- task and work alongside other members of the administration team, be organised, have great communication skills together with a welcoming and positive approach.

**RESPONSIBILITIES**

* Assisting with clerical tasks
* Answering supporter enquiries in person, via telephone and email.
* Working on reception
* Ensure confidentiality at all times
* Undertaking clerical tasks such as sorting and sending mail
* Taking and delivering messages accurately and timely
* Update internal IT systems and data bases
* Scanning copying and filing documents
* Welcoming guests and ensuring security procedures are followed
* Assist in the club shop, filling stock and serving customers
* Work in compliance with club policies
* To learn the club’s internal IT programs, e.g. tickets, Club Lottery and room booking.

**REQUIREMENTS AND SKILLS**

* Proficiency using common office programs, such as data bases, spreadsheets, diary entries and emails
* Excellent customer service skills
* Excellent analytical and numerical skills
* Actively promote safeguarding within the business.
* Adhere to safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
* To be able to work flexible hours where the role of the job requires.
* Comply with all Club policies. To work towards agreed objectives.
* Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
* Hold a commitment to equality and diversity.
* Willingness to attend training courses to enhance own professional development including Safeguarding and Equality and Diversity.

This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description.

PERSON SPECIFICATION

ESSENTIAL

* + Dynamic and flexible
	+ Excellent communication skills
	+ Sales minded approach with excellent customer service
	+ An understanding of modern office IT applications

DESIRABLE

* + Experience of working in an office and sales environment
	+ Knowledge of Chesterfield Football club and the wider football industry
	+ Experience of working in a busy office environment

PERSONAL QUALITIES

* + Excellent organisation, time management and prioritisation skills
	+ Interpersonal skills with the ability to inspire others
	+ Good judgement and knowing when to seek advice or support
	+ Ability to work within a team and foster good working relationships
	+ A friendly, positive ‘can do’ and courteous attitude
	+ Enthusiasm, energy, and resilience
	+ A commitment to the aims, vision, and values of Chesterfield FC.
	+ Highly motivated, determined, and conscientious
	+ Meticulous standards
	+ Displays no prejudice when working with others
	+ Requirement to have a full DBS check and obtain DBS certificate