

## 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