

JOB DESCRIPTION

POSITION DESCRIPTION:	Office Admin and Technology Support Specialist
LOCATION:	Sports House Stadium Drive, Albany
PREPARED:	May 2022
SUPERIOR POSITIONS:	Business Development Team
TERM:	Full time, permanent

JOB PURPOSE

To provide administration, reception, IT support, and carry out a range of duties associated with the effective, user friendly provision of general office and IT to Harbour Sport.

To maintain the website, CRM (Customer Relationship Management), assist with IT infrastructure and applications, social media and offer support to all staff as and when required.

MAIN DUTIES AND RESPONSIBILITIES

1. Lead the frontline provision of outstanding customer services to Sports House, receive staff, tenants, volunteers, Board members and visitors making them feel welcome.
2. Respond to incoming communication and where possible deal with the inquiry directly, or otherwise direct queries to the appropriate person or report messages to staff and Sports House tenants.
3. Regularly review and update the Harbour Sport website including liaison with your manager and programme staff to ensure all programme information is updated regularly.
4. Maintain and update relevant database information for online communication and assist with social media marketing including liaison with your manager and programme staff to ensure all programme information is communicated regularly.
5. Respond to IT requests and assist with IT cloud infrastructure with the support of your manager and external IT provider to ensure our Hardware, Software, Applications and Networks remain current, reliable, and secure.
6. Design and layout newsletters using information provided by programme staff to ensure a consistent image.
7. Provide photocopying, scanning, binding, and general services for Harbour Sport.
8. Deal with incoming and outgoing mail and couriers.
9. Take ownership of the reception, stationery, kitchen, function room, board room and rest room areas, ensuring the areas are always well stocked, attractive, clean, tidy and hazard free.

10. Manage all the arrangements for the Equipment Pool including taking bookings, issuing equipment, checking back in, invoicing and make sure the equipment is safe and well maintained.
11. Monitor stationery, materials and office equipment stock levels and organise ordering so that there are no delays.
12. Track and report on the monthly outgoings for consumables, printing and post for Harbour Sport and tenants.
13. Undertake booking arrangements for the function and board rooms, invoicing and organising catering for Harbour Sport meetings/events. Prepare and implement kitchen roster and ensure kitchen supplies are adequate. Implement recycling programmes.
14. Keep internal noticeboards and in/out board up to date, attractive and tidy.
15. Have input into systems and applications continuous improvement and be willing to offer staff training for improved systems or applications rollout.
16. Grant Application administration support if required

PERSON DESCRIPTION:

- Self-motivated with a high degree of initiative, versatility, and flexibility.
- A positive “bubbly” personality and good sense of humour.
- Customer service oriented – able to manage all types of people maintaining a friendly manner.
- Well-presented and professional including superior meet and greet, and communication skills.
- Above average computer literacy. Being comfortable with all aspects of the MS Office Suite. IT savvy with a sound understanding and/ or passion for IT infrastructure and applications, confident user of the internet to monitor and update the Harbour Sport website and work within the social media space.
- Excellent oral and written communication skills.
- Systems orientated with sound administration knowledge.
- Experience in providing support to management positions.
- Highly developed organisational skills.
- Full drivers' licence
- Local knowledge of key people and organisations relevant to Harbour Sport desirable. Contribute fun and energy to the Harbour Sport team displaying commitment to both personal and organisational continuous improvement.
- Be aware of and adhere to all Harbour Sport financial, legal, and administrative policies and procedures.
- Undertake such personal training as necessary to meet the duties and responsibilities commensurate with nature of the role.
- Be prepared to work flexible hours, including the occasional evening and weekend work.
- Understanding of, and empathy with, people of different ages and cultures.

This job description outlines the main activities of this position, but it is not meant to be an exhaustive list of specific duties and activities. The successful applicant will be expected to undertake any duties which could reasonably be construed as being within the role if directed.