

# JOB DESCRIPTION

<b>POSITION DESCRIPTION:</b>	Business Support Administrator
<b>LOCATION:</b>	Sports House Stadium Drive, Albany
<b>PREPARED:</b>	January 2024
<b>SUPERIOR POSITIONS:</b>	Business Development Team
<b>TERM:</b>	Full time, permanent

## JOB PURPOSE

To provide technology and marketing support and perform administration duties associated with the effective, user friendly provision of general office, communication and support services to Harbour Sport.

To maintain, improve and grow our online presence, CRM and offer support to staff and your manager 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 enquiry directly, or otherwise direct queries to the appropriate person or report messages to staff and Sports House tenants.
3. Regularly review, update and improve 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 manage social media marketing including liaison with your manager and programme staff to ensure all programme information is communicated regularly.
5. Support your manager, staff and external IT provider in ensuring our Hardware, Software, Applications and Networks remain current, reliable, and secure.
6. Have input into systems and applications continuous improvement and be willing to offer staff training for improved systems or applications rollout in conjunction with your manager.
7. Design and layout newsletters and other flyers or publications using information provided by programme staff to ensure a consistent image.
8. Assist with any marketing strategy work and implementation as required.
9. Recognise and respond to potential problems and take initiative to solve problems independently and creatively.

10. 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.
11. 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.
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. Handling incoming and outgoing packages and mail.

#### **PERSON DESCRIPTION:**

- Self-motivated with a high degree of initiative, versatility, and flexibility.
- A positive personality and good sense of humour and can-do attitude.
- Customer service oriented – able to manage all types of people maintaining a friendly manner.
- Well-presented and professional including excellent spoken and written 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 technology in general, confident user of the internet to monitor, update and improve the Harbour Sport website and work within the social media space.
- Systems orientated with sound administration knowledge and highly developed organisational skills.
- Experience in providing support to management positions.
- A keen interest in design and marketing being proficient in the social media space.
- 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 or weekend work if required (usually only to assist with events)
- 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.