# Watford FC’s Community Sports & Education Trust

# Job Profile

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| Job Title | Business Support Officer | Date Prepared | October 2021 |
| Job Holder | Watford FC CSE Trust | Review Date | October 2022 |
| Reporting to | HR Manager | Grade | Officer |
| Direct reports | None | Salary | £20,000 - £27,000 (35 hours per week) |
| Location | Vicarage Road Stadium, Vicarage Road | | |

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| **Job Profile Summary:** |
| As part of the Business Support Department, this role will be a key support to the customers, staff and volunteers of Watford FC’s Community Sports and Education Trust.  The job holder will take on a number of administrative and customer/volunteer-facing responsibilities, to enable the organisation to continue making a positive difference for all through sport, physical activity and learning. |
| **Main Responsibilities:** |
| **Customer and Partner Support**   * First point of contact for customers, deal with general email enquiries, phone calls, resolve issues relating to website bookings, etc. * Organising for items to be signed for sponsors/partners and liaise with partners as required. * Send project specific communication to customers throughout the year, as required by departments. * Assist with coordinating and providing administrative support for events.   **Volunteer Support**   * Provide support and supervision for new and existing volunteers. * Communicate with our volunteers on a regular basis to ensure they feel valued and engaged. * Support your Business Support Services colleagues in providing our volunteers with training and development opportunities, and a progression into employment when appropriate. * Coordinate our network of volunteers, liaising with colleagues to allocate volunteer roles and responsibilities at our projects, activities and events. * Respond and coordinate any enquiries regarding corporate volunteering.   **Trust Staff Support**   * Provide support and guidance to colleagues regarding the use of IT systems such as Coordinate (Coach Management & Bookings) and Views (Data Monitoring). * Liaise with the suppliers of the Coordinate system to resolve any operating issues, on behalf of colleagues. * Updating staff contact lists. * Coordinate staff’s meeting room requirements at the stadium. * Attend meetings and take minutes as and when required. * Assist with planning and delivery of administrative support for staff days. * Administer the Trust ticket allocation for staff. * Support with kit allocations for staff, volunteers and teams. * Supporting colleagues with audits required by football authorities and other partners. * Provide data inputting support for colleagues, especially at peak times.   **Trust Asset Management Support**   * Coordinate the Trust’s fleet vehicle arrangements including the diary for the Trust van and mini-buses and ensure the vehicles MOT and service checks are completed on an annual basis so that the vehicles are kept in a safe and roadworthy condition. * Oversee the Trust’s mobile phone contract and staff allocation/usage. * Maintain the asset register for Trust IT/equipment, including ensuring items are labelled and are recorded on our Breathe HR system. * Support colleagues with equipment orders and supplies including stationery, point of contact for photocopiers, etc.   **General Administration Support**   * Support with collating of suppliers invoices/coding/filing, etc. * Counting monies from centres/reconciliation. * Collation and processing of staff expenses. * Other general finance administration duties. * General business support to the HR Manager and Support Services colleagues. |

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| **The Job Holder has a responsibility to...** |
| **General**   * To actively demonstrate and promote the Trust’s core values through your work. * Develop understanding of and a commitment to equal opportunities, both in the workplace and the wider community. * Ensure that when involved in any Trust activities that the **Safeguarding** of participants is at the heart of the process and that safeguarding policies and procedures are being adhered to at all times. * Undertake professional development opportunities as deemed appropriate. * Ensure the safety and wellbeing of all vulnerable adults and young people that you work with. * Adhere to the Trust’s policies and procedures. * Contribute to the development of a culture of continuous improvement within the Trust. * To work in partnership with all the Club’s departments on community initiatives as identified by the Community Director and Board of Trustees. * To actively promote the Trust in a positive and professional manner at all times. * To undertake any other duties which might reasonably be deemed within the status of the job and appropriate to the post.   The details contained in this job profile, particularly the accountabilities, reflect the job content at the date the job profile was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost, and other duties gained without changing the general nature of the duties or the level of responsibility entailed.  Consequently, Watford FC’s Community Sports & Education Trust will expect to revise this job profile from time to time and will consult regarding such revisions with the post holder at the appropriate time. |

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| Person Specification |
| |  |  |  | | --- | --- | --- | | **Criteria** | **Must Have:** | **Ideally Have:** | | **Qualifications** |  | * A relevant accredited qualification in business administration/customer service. | | **Knowledge and Experiences** | * Experience in a Business Administration role, providing support services. * Experience in using Administration systems and handling personal data confidentially, in line with GDPR regulations. * Good working knowledge of organisational processes and procedures. * Good IT skills using Microsoft packages, and data management systems. | * Knowledge and experience around Equality, Diversity and Inclusion and Safeguarding | | **Personal** | * Excellent communication and inter-personal skills to enhance working relationships both internally and externally. * Experience of working under pressure, meeting deadlines and prioritising workload. * Show initiative, problem solve and be confident offering new ideas to develop the organisation. * Attention to detail and accuracy in completing tasks. |  | |
| **Competencies** |
| **Changing and Improving**  People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it is about learning from what has worked well and what has not, being open to change and improvement, and working in ‘smarter’, more focused ways. For managers, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve our ways of working and the quality of the service we deliver, making use of cost-effective models.  **Collaboration and Partnership**  People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people inside and outside the Trust, whilst having the confidence to challenge assumptions. For managers, it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.  **Value for Money**  Delivering value for money involves the efficient, effective and economic use of Trust money in the delivery of our services. For all staff, it means seeking out and implementing solutions which achieve a good mix of quality and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For managers it’s about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the Trust maximises its strategic outcomes within the resources available.  **Delivering at Pace**  People who can Deliver at Pace are focused on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For managers, it is about building a performance culture where staff are given the space, authority, and support to deliver outcomes. It is also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly.  **Managing a Quality Service**  A Quality Service is about valuing and modelling excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective at this plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme, project and risk management approaches to support service delivery. For managers, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for Trust services. |
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| **One Club Responsibilities** |
| **Health and Safety**   * To take responsibility for your own health, safety and welfare, ensuring compliance with WFC’s Health and Safety Policy, procedures and safe systems of work.   **Training & Development**   * To undertake all reasonable training, learning and development activity designed to support you in your role.   **Diversity and Equality**   * To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with WFC’s Equal Opportunities Policy. |

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| **Job Profile Agreement** | |
| Job Holders Signature: | Date: |
| Managers Signature: | Date: |