

BUSINESS SUPPORT ADMINISTRATOR

PERSON SPECIFICATION

Relevant Skills/Abilities	Essential
	Communication skills – excellent verbal, written and presentation skills
	Ability to work to deadlines and under pressure
	Use of IT software programmes (i.e., MS office)
	Well organised, able to prioritise
	Customer service skills – being the first point of contact
	Ability to multi-task
	Problem solving

Knowledge & Experience	Essential
	Experience of working with customer service solutions and databases
	Competent in the understanding and use of functional business systems
	Customer Service knowledge and/ or experience
	Administration experience
	Proven IT systems experience including Word, Excel, PowerPoint, Outlook and maintaining data bases
	An understanding of online platform services
	Desirable
	Knowledge of the current sporting landscape
	Experienced in communicating with a wide variety of audiences e.g., colleagues, customers, suppliers, local authority organisations

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PERSON SPECIFICATION cont...

Education & Qualifications	Essential
	A good general level of education that includes GCSE qualifications as a minimum
	Full UK Driving license
	Desirable
	An administration or office role qualification

Personal attributes	Essential
	Collaborative worker
	Always looking to improve
	Values led
	People centred person who likes to have fun
	Approachable and helpful
	Aligned to Rounders England values
	Desirable
	An interest and/or experience in Sport sector

Other	Essential
	Able to work away from home as role may require occasional weekend working and irregular hours
	Understands the need to protect confidential information
	Adheres to the company policies
	In possession of a valid UK driving licence, with the use of a car* (mileage allowance will be paid for business use).