



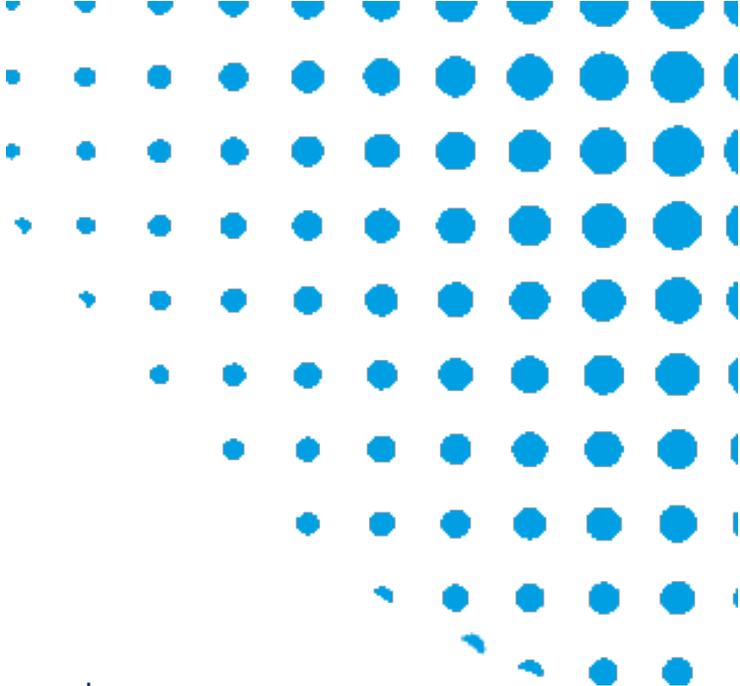
BUSINESS SUPPORT ADMINISTRATOR

Candidate Pack 2022

THE HEADLINES

ROLE & DEPARTMENT	Business Support Administrator, Operations
ROLE PURPOSE	Under line management of the Director of Business Operations (DBO), work in partnership with the staff team to ensure the delivery of a first-class service of operational and administrative support, that maximises the efficiency and productivity of the organisation overall.
CONTRACT	37 hours per week Full time, Permanent (subject to funding)
SALARY	£18,836 per annum
LOCATION	Home working
CLOSING DATE	See website for closing date





A LITTLE BIT ABOUT US

At Rounders England we are proud of the history of our organisation and have come a long way from the volunteer led association, founded in 1943. What set out as a drive to standardise the rules of the game, continues to evolve today. We are on the precipice of a dynamic future for rounders and we are excited about what lies ahead.

You will be joining Rounders England on the next phase of our journey, as we move into implementing our new ambitious 10 year strategy, [Rounders: Reconnected](#). During this period we will grow and develop the nations much loved game into a thriving, modern, inclusive sport that can be enjoyed by everyone, improving the health of the nation but also connecting people, teams and communities to help build a stronger society

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BUSINESS SUPPORT

ADMINISTRATOR

Position reports to Director of Business Operations (DBO)
Responsibility for Administration of Rounders England business support needs

Principal Accountabilities Deliver a first class and seamless consumer experience using a customer centric approach that will contribute to the delivery of our strategic vision and in turn bring about growth in customer reach and satisfaction.

General Duties:

1. Produce, maintain, and provide the DBO with operational data, reports, and statistical information as required.
2. Be the first point of contact and manage day-to-day customer telephone and email enquiries.
3. Be a supplier/provider point of contact for day-to-day matters and maintain accurate records.
4. Collate, maintain, and where appropriate communicate information relating to company records including, but not limited to, data protection, health & safety, asset control.

5. Attend and undertake minute taking tasks for senior team and/or Board meetings as and when required (mixture of virtual and face to face).
6. Maintain the sales and stock tracking spreadsheet.
7. Progress online customer orders in liaison with suppliers/ other team members.
8. Administer rail, hotel, transport & conference venue bookings as required with our preferred suppliers taking account of rules/ budget constraints.
9. Develop and maintain business connections with suppliers, partners and booking providers to consistently maximise efficiencies and savings.

Engagement support:

1. Ongoing administration of the online member services platform, manage general membership enquiries and provide general member support.
2. Support the Engagement Manager with the provision of membership data, reports, and statistical information when required.
3. Be proactive and promote the benefits of online membership whenever possible.

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Workforce Support:

1. Input, co-ordinate and process all relevant online/offline Workforce data and reports as required (including monitoring, evaluation, and statistical analysis).
2. Co-ordinate the distribution of Workforce course materials and resources.
3. Support the Workforce Manager in the review and management of all Rounders England Awards.
4. Be proactive in seeking to generate additional course income whenever appropriate.

Any other duties commensurate with the level of the post as determined by the Director of Business Operations.

Delegated Authorities None

Standard Specifications Be flexible in working hours to support the needs of the business. This may involve occasional evening or weekend support.

Generally working from a home-base however there will be occasions when travel or hot-desk working at other locations is required to support business needs – therefore a driving license is required. Be aligned to and demonstrate the Rounders England values and behaviours and an understanding of equality issues, legislative requirements and barriers and issues that may prevent our priority groups from participating in Rounders, data protection, health and safety in the workplace and all Rounders England policies.

A willingness to undertake Continuing Professional Development.



HOW TO APPLY

If you are excited by the opportunity of the role at Rounders England and have the experience and skills we have outlined, we look forward to your application. You must supply the following documents:

- 1 A detailed CV setting out your career history, with responsibilities and achievements.
- 2 A covering letter (max 2 sides) highlighting your suitability for the role and how you meet the person specification. The covering letter is an important part of your application and will be assessed as part of your application.
- 3 Provide details of two professional referees together with a brief statement of the capacity and over what period of time they have known you. Referees will not be contacted without your prior consent.
- 4 [Diversity monitoring form](#) - Your data will be stored separately from your application and will at no time be connected to you or your application.



Send your CV and cover letter to:

david.bentley@roundersengland.co.uk

If you would like to discuss this opportunity further, you can speak with David on 07930 912 011.


ROUNDERS
ENGLAND