

Job Description

Administrator - Coaching and People Development Team

Job Title:	Team Administrator
Location:	Hybrid
Salary:	£18k - £21k (depending on experience)
Contract:	0.6 (21hr / week)
Responsible to:	Head of Coaching & People Development

BACKGROUND

England Hockey is the National Governing Body for the sport of Hockey. England Hockey has income and expenditure of circa £9m p.a. It is responsible for the management and development of the sport from grass roots to elite activities. England Hockey is also the nominated country for Great Britain Hockey and is responsible for assessing and preparing Great Britain squads to qualify for and participate in the Olympics.

EH has a membership comprising clubs (c800), 8 areas, counties and regions which affiliate to it. c150,000 individuals play regularly in the club system with an estimated 15,000 playing at university/college. Over 15,000 coaches, umpires and officials are supported and developed by the EH.

EH employs 75 staff and also uses over 100 consultants in performance / coach / official / leadership education and development.

Nature and Scope:

Reporting to the Head of Coaching and People Development, the Team Administrator will be responsible for providing an effective administration service to a range of stakeholders involved in the delivery of development of the game. Stakeholders will include, but not be limited to Schools, Clubs, Coaches, Officials and other England Hockey colleagues.

KEY TASKS AND RESPONSIBILITIES

- Provide exceptional administrative support to the Head of Coaching and People Development, the Officiating Manager and Coaching Development Project Manager in the delivery of their work areas.
- Work closely with Administrators in the Support Team to ensure fast and effective resolution of queries from the hockey community.
- Provide information primarily by phone and email to clubs, schools and hockey participants.
- Support the production of succinct reporting as agreed with the Head of coaching and People Development
- Maintain accurate information and records of delivery of bespoke programmes and workshops.



- Support the Head of Coaching and People Development with budget tracking and financial process.
- Actively collaborate with national and local colleagues to contribute to the delivery of strategic and operational plans.
- At all times, act as an ambassador for, and promote the best interests of, EH.
- Undertake such other duties as may be required from time to time that are consistent with the responsibilities of the post and the needs of EH.

PERSON SPECIFICATION

Our teams are focused on delivery for the good of the sport and work collaboratively across the organisation. We are also a values-based organisation with a strong ethos to work with integrity and nurture an environment of inclusion. Any individual joining us would need to demonstrate that this culture would be one they could thrive within and help us make it even stronger.

Qualifications and Experience

- Demonstrates capability in terms of numeracy and literacy to GCSE level or equivalent
- Excellent administration experience, including planning and prioritising own time effectively
- Competent working knowledge of Microsoft Office 365, Outlook and Sharepoint.
- Experience of working with CRM Systems
- Demonstrable experience of supporting budgeting and financial procedures
- Experience of gaining an understanding of customers' needs, problem solving and delivering excellent customer service
- A track record of constantly looking for ways to do things better

Skills and Abilities

- Strong organisational skills, with the ability to cope with competing priorities by multitasking in a fast-paced environment.
- Developed inter-personal skills with the ability to build solid, collaborative relationships with colleagues, stakeholders and customers, maintaining trust and confidence
- Excellent written and spoken communication skills with the ability to absorb and disseminate information in a clear, accurate and understandable way
- Strong customer service skills with a propensity to look for opportunities to enhance the customer experience
- Sets high standards with excellent attention to detail
- Ability to work across multiple projects
- Ability to perform under pressure and work to tight deadlines
- A team player, able to work with a variety of internal teams and from own initiative
- Willingness to work unsociable hours on occasion

This job description is not intended to be regarded as inclusive or exhaustive and will be amended in the light of the changing needs of the organisation. All employees will be expected to support our major events.

To Apply:	Please submit your CV (maximum 2 pages) with a one page covering letter by email to: Michele Townsend, HR Manager: careers@englandhockey.co.uk clearly identifying how your skills and experience are relevant to the requirements outlined in the job description.
Closing Date:	



Interview Date:	
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