

Job Description

Administrator - Coaching and People Development Team

Job Title:	Team Administrator
Location:	Hybrid, but some travel to Bisham will be required
Salary:	£22k pro rata (depending on experience)
Contract:	Permanent - part time 3 days a week (can be flexible)
Responsible to:	Head of Coaching & People Development

BACKGROUND

England Hockey's mission is to "share the love of hockey and work together to make hockey more visible, relevant and accessible to all". The current focus for the organisation is delivery of its 5 objectives within the 2023-2028 strategic plan which can be found [here](#).

England Hockey is the National Governing Body for the sport of Hockey in England and is responsible for the management and development of the sport from grass roots to elite activities. We:

- Have a **membership** comprising clubs (750+), counties (42), and Areas (8) that affiliate to it. Approximately 145,000 individuals play in the club system, with an estimated 20,000 playing at university/colleges. C.900,000 children play at school. More than 15,000 coaches, umpires and officials are supported / developed.
- Have an **income/expenditure** of average £11m p.a. The Chief Executive is directly responsible for the operational budget but the Board, chaired by the Non-Executive Chair, approves the annual plan and budget.
- **Employ** 78 staff, and contract with approximately 50 part time consultants mostly in the performance and coaching area. Circa 50 volunteers work at national level to run the sport, with thousands more running the great bulk of grass roots hockey.
- **Are currently the 'nominated country' on behalf of Great Britain Hockey** to qualify and prepare the Great Britain squads for the Olympics. The England Hockey Chief Executive, Performance Director and Head Coaches represent Great Britain as well as England Hockey. There is a Great Britain President to chair the Great Britain board which meets three times a year.

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 Advanced Coach Development Programme, bespoke programmes and other identified workshops and products.
- Support the Head of Coaching and People Development with budget tracking and financial processes
- 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

We are a values-based organisation with a strong ethos to work with integrity and nurture an environment of inclusion. We are looking for enthusiastic, inspirational, and highly skilled individuals who demonstrate through their behaviour the values of England Hockey:

- Collaborate inclusively
- Care for people and places
- Play with spirit, win with grace
- Resilient in everything we do

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:	<p>Please submit your CV (maximum 2 pages) with a one page covering letter by email to: careers@englandhockey.co.uk clearly identifying how your skills and experience are relevant to the requirements outlined in the job description.</p> <p>We would be pleased if you could also complete the Equality Monitoring Form – please use the following link: https://www.surveymonkey.co.uk/r/EDIMon</p>
Closing Date:	12 th September 2025
Interview Date:	17 th / 18 th September 2025