



Edge Hill University

Administration Assistant

Reference: EHA0010-0722

Salary: £20092 - £21686 per annum, pro rata
Grade 3, Points 11 – 14

Contract Type: Permanent

Hours: Part Time (20 hours per week)

Location: Ormskirk



It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

**Administration Assistant
Part Time (20 hours)
Permanent
EHA0010-0722**



**Edge Hill
University**

Accountable to: Head of Sports Science

Reporting to: Customer Services Manager

About the Role

This is an exciting opportunity for an Administration Assistant working within Edge Hill Sport. You will be responsible for carrying out administrative tasks across a wide range of functions within Edge Hill Sport. The two main focuses are to co-ordinate the Centres bookings and events, and to administrate financial processes including the Centres banking procedures and membership Direct Debit processing.

Duties and Responsibilities

1. To co-ordinate academic bookings in Edge Hill Sport's facilities, ensuring they are booked accordingly on our leisure management software.
2. To co-ordinate Edge Hill Sport's regular block bookings including external hirers, and Edge Hill Sport run activities.
3. To co-ordinate Edge Hill Sport's event booking requests from the initial administration through to invoicing the hirer and gathering customer feedback.
4. To liaise with both internal and external groups where necessary in relation to facility bookings, including Room Bookings, the Students' Union, academic staff, Student

Recruitment, Conference and Events, Campus Support, the Edge Hill Sport Management team and external facility hirers.

5. To attend weekly Conference and Events meetings to keep the wider university informed of events taking place at Edge Hill Sport.
6. To complete the required banking administration for the Centre's takings and send to the Finance Office.
7. To process new monthly membership subscriptions, undertaking the monthly Direct Debit run and cancellation processes.
8. To work with the Front of House Supervisor to co-ordinate the Centre's admin procedures from the first point of customer contact.
9. To raise monthly invoices to customers and record payment.
10. To undertake the University's Credit Control procedures under supervision from the Customer Services Manager.
11. To wear appropriate uniform as provided.
12. To be fully aware and comply with all emergency procedures employed within the Centre.
13. To attend relevant Team Meetings.
14. To have a flexible attitude to work.
15. As required by the University from time to time, carry out any other duties deemed necessary by the Customer Services Manager or a member of the Management Team within the capabilities and appropriate to the position holders standing

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

- f) Demonstrate excellent Customer Care in dealing with all customers

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Hours: 20 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification for the post of:

**Administration Assistant
Part Time (20 hours),
Permanent
EHA0010-0722**



Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to A level / BTEC standard or to have relevant professional qualification	*		A
2	ECDL qualification or equivalent		*	A
Skills/Abilities/Knowledge				
3	Able to work on own initiative to organise and prioritise work effectively to meet deadlines and flexibly resolve issues without direct supervision	*		A/S/I
4	Able to pay attention to detail	*		T
5	To have good numeracy skills	*		T
6	To be able to observe confidentiality	*		A/S/I
7	Able to produce basic statistical and financial reports	*		A/S/I
8	A good working knowledge of customer care principles and practice	*		A/S/I
9	Excellent verbal communication skills along with the ability to communicate effectively in writing	*		A/S/I
Experience				
10	Experienced in the use of database, word processing, spreadsheets and email	*		A/S/I
11	Experience of administrative duties	*		A/S/I
12	Experience in financial procedures	*		A/S/I

Other

13	To have an interest and understanding of Sport		*	I
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How to apply

When you are ready to start the formal application process, please visit www.edgehill.ac.uk/jobs and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy, you may wish to contact: Janine Hargreaves-Brady, Customer Services Manager at janine.hargreaves-brady@edgehill.ac.uk.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.