



Job Vacancy: Administration Assistant

Responsible to: Senior Administrative Officer

Job Purpose: To provide high quality, efficient and customer focused administrative and general office support services to customers, and to internal colleagues and teams across Bowls Scotland.

Location: The successful candidate will be based at Bowls Scotland's National Centre for Bowling, Ayr

Bowls Scotland is the National Governing Body for lawn bowls in Scotland with 842 clubs and over 56,630 members.

Our vision: Bowls – at the heart of your community, active, modern and accessible to all.

Our mission:

- To continue to support the development of clubs and competitions
- To encourage women in bowls
- To support excellence in governance being implemented at all levels of bowls in Scotland
- To support players in achieving their full potential
- To promote a more positive image of our sport

This is an exciting time to join Bowls Scotland as we are about to commence a new strategy period (2019-2023) which will continue to support and develop clubs that are welcoming, sustainable and at the heart of their local community.

Key responsibilities:

- Provide a high-quality customer focused reception and switchboard service
- Provision of administrative support to a range of projects or functions (customer relationship management including course bookings, maintenance of Club membership information and renewal, preparation for the Annual General Meeting, and publication of the Yearbook)
- Undertake core administrative tasks, including preparation of letters, booking of venues arranging meetings, catering etc.
- Entering, filing, retrieving and maintaining data from a range of computerised and manual systems, maintaining confidentiality and sensitivity where appropriate
- Monitoring and administering a range of email in-boxes
- Ordering supplies and / or stock control
- Opening, recording and franking mail
- Checking expense claim forms
- General administrative support for competitions and events team, including National competitions
- Provision of backup administrative support to the Development Team

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of work and will be amended in light of the changing needs of the organisation.

Person Specification:

Education:

- National Certificate, or SVQ Level II or equivalent

Essential:

- Experience in an office environment, demonstrating excellent office administration skills and experience of providing a broad range of support to a large range of jobholders
- Experience of working in a customer focused environment dealing with a wide range of enquiries
- Experience of working with Microsoft Packages (Word, Excel, PowerPoint etc.)

Desirable:

- Experience of working in a sporting environment
- Experience of working with a Customer Relationship Management software package

Skills & abilities:

- Communicates in a well-structured, concise and clear way, both verbally and in writing
- Developed customer care skills, able to listen and provide information in a clear and concise way
- Distinguishes between priority and non-essential tasks and plans accordingly, adapting to unplanned changes in workload and re-plans or priorities accordingly
- Able to self-prioritise and multi-task in order to make best use of their own time and resources
- Deals tactfully and confidently with people of all levels of the organisation (both internally and externally) building collaborative relationships
- Displays a flexible approach to meet work requirements
- Works predominantly within pre-defined process and guidelines, including customer contact over the telephone, email and face to face
- Is aware of impact of own role on others and co-operates with all areas of the organisation
- Jobholder will regularly be required to identify routine problems within own area of work and make connections between problems
- Is able to interpret relevant information easily and understands what information will assist in developing a solution
- Asks the right questions to get information and/or clarify that is required to understand the problem and create a solution
- Jobholder takes personal responsibility for delivery of own objectives
- Willingly accepts responsibility for their own area of work and for delivering required results

Additional Information

Contract:

Permanent - on successful completion of a three-month probationary period from the date of employment.

Salary:

£17,000 per annum

Contracted hours:

35 hours per week

Location:

The successful candidate will be based at Bowls Scotland's National Centre for Bowling, Ayr

Holidays:

The Employer's holiday year runs from 1st January to 31st December inclusive. Your full-time entitlement to holiday would, in addition to 10 days public holidays, be 25 working days paid holiday in each year.

Pension Scheme:

You are entitled to contribute to a personal pension scheme of your choice provided that the pension scheme you choose is approved by the employer and any appropriate funding body. The governments' auto-enrolment scheme will be available. More details will be made available at appointment stage.

Expenses:

You will be entitled to be reimbursed for all reasonable expenses properly incurred in the performance of your duties in accordance with Bowls Scotland's Financial procedures.

Application process:

The closing date for applications is 12:00 noon on Thursday 31st October 2019.

Applications received after this time will not be considered.

Interviews will be held on Wednesday 13th November 2019.

To apply for this role please fully complete:

- The application form
- Equal opportunities monitoring form
- Attach a current CV

Please return your application marked PRIVATE & CONFIDENTIAL to:

Gillian Boyce
Bowls Scotland
National Centre for Bowling
Hunters Avenue
Ayr
KA8 9AL

Or by email to: gillianboyce@bowlsscotland.com

Telephone: 01292 501575