



BOWLS SCOTLAND ADMINISTRATIVE OFFICER JOB DESCRIPTION

Job Title:	Administrative Officer F/T
Office Base(s):	The primary base is the National Centre for Bowling in Ayr, however Bowls Scotland operate a flexible working policy with a combination of working from home and office an option.
Reports To:	Business Operations Manager
Key Relationships:	<ul style="list-style-type: none">▪ Bowls Scotland Staff▪ External Agencies▪ sportscotland▪ Clubs▪ Volunteers
Job Purpose:	To support the delivery of the Bowls Scotland strategic plan by delivering high quality, efficient and customer focussed administration and operational support.

Key Responsibilities:

- Provide a high-quality customer focused reception and switchboard service, including monitoring and administering enquiries via the Info@ email inbox
- Responsibility for key tasks relating to the online club and membership system including course/ event bookings, maintenance of club membership info and renewal.
- Work in partnership with the Business and Membership Officer on annual membership affiliation and key events such as the Annual General Meeting.
- Entering, filing, retrieving, and maintaining data from a range of computerised and manual systems, maintaining confidentiality and sensitivity where appropriate.
- Undertake core administrative tasks, including preparation of letters, booking of venues arranging meetings, catering, ordering supplies and / or stock control, opening, recording, franking, and posting of mail
- Provision of administrative support to the Performance Operations Manager
- Provision of administrative support to the Management Team, where appropriate
- Provision of administrative support the Competitions and Events Team

General

- Promote Bowls Scotland both within and out with the work environment.
- Uphold the organisation values of Bowls Scotland
- Draft reports and contribute to staff meetings as appropriate.
- Maintain knowledge and adhere to the published Bowls Scotland policies
- Maintain own personal development records and ensure that interim review and annual appraisal documentation is signed off and lodged according to company policy and timescale.

The above job description will be subject to annual review to reflect the needs of the Bowls Scotland.