

Job Description
Administrator

Full Time

Responsible to *Business & Operations Manager*

Main Purpose of Role:

To be the first point of contact for all day-to-day enquiries taking the lead with membership and club affiliations. Support the Business & Operations Manager on processing invoices, expenses and updating website. Support the wider team with general administration.

Key Objectives of Role:

- **Member / Customer service**
 - Manage all incoming emails and phone enquires in a professional and friendly manner
 - Liaise with the wider team as required to answer enquiries and develop FAQs info for the website
 - Manage all membership and affiliation processes and enquiries
 - Keep membership system (Sport 80) up to date

- **Financial administration**
 - Uploading of receipts and expenses for bi-monthly pay runs
 - Checking expenses claims and getting relevant approvals
 - Chase up outstanding debts
 - Assist Business & Operations manager with quarterly and annual accounts

- **Website**
 - Update website information as required with any news items, minutes and policy documentation
 - Link with committees to make sure latest minutes are up on the website
 - Support any changes to help answer and deal with regular enquiries

- **Safeguarding**
 - Support the safeguarding lead on any administration on cases
 - Help contacting Club Welfare officer / Clubs as required
 - Help on any audit process

- **Board**
 - Help with collating required reports for board packs
 - Support board administration as required

Other duties:

- Any other reasonable duties identified by the Chief Executive Officer within the post holders' capabilities and in line with the needs of Snowsport England
- Champion safeguarding in all areas of work
- Everyone working with Snowsport England is expected to contribute to the development of the sport across a wide range of activities, accepting collective and

individual responsibility, where necessary. This may include directly delivering activities or working upwards to shape the strategic direction of the organisation.

People:

Liaison with:

- Course, Events and Competitions Administrator
- Communications and Digital Engagement Lead
- Safeguarding Lead

Our Values and Behaviours:

We expect all staff to reflect our values in their behaviours and to promote these values in their work.

PASSION IN PEOPLE

Our members, including all volunteers, are at the leading edge of all our activities and decision making. We strive to improve their snowsport experiences.

COMMUNITY CHAMPIONS

We promote the spirit, culture and family values of our sport by supporting our local and national communities.

TRAILBLAZING IDEAS

Forever on the lookout for new initiatives, piloting, national ideas, listening to the industry and pushing the boundaries of what we can and will achieve for the good of the sport.

GENUINE VOICE

We carry out our work with honesty, speaking up on important matters and tackling challenges with the same vigour as when we're out enjoying the slopes.

RESPONSIBLE LEADERSHIP

Our underpinning value is providing trusted leadership based upon good governance, promoting safe and challenging experiences across all snowsport disciplines. Inspiring participating in snowsport at every level.

