



TFCC Administrator/PA

Title – TFCC Administrator/PA

Accountable to – Managing Director

15-25 hours per week

2-3 days of 7.5 hours @ £15 ph

Any hours/days on top at £15 ph

Invoice services monthly

Payment last working day of every month via bank transfer

Flexibility to work in office (own desk) /or from home if not required in person

Main Duties

Answering Phone and email enquiries and dealing with efficiently or passing onto correct avenue within the business

Liaising with key stakeholders, inc players, parents, schools (inc partnership sessions) and clubs about confirmation of dates, availability, requirements etc

Customer service dealing with affiliated clubs, with parents, general enquiries, queries and complaints, bookings & credit notes and cross over to RCC facility enquiries (Venue & lane hire)

Website maintenance including adding and updating events and services, checking links work and formatting is correct for how it appears on mobile devices

Programme support - sporting event/tournaments (camps, academies) with key information, joining emails, confirmations, meetings, consent forms documentation, logging of data inc managing payment instalments, post event surveys etc

Creating monthly newsletters about latest events TFCC have to offer or updates about upcoming or previous events

Implement and monitor the progress of activities and new initiatives e.g Bookings and Enquiries, Camp Registers, Interest forms for residentials and Overseas trips

Encourage participation in cricket with promoting the TFCC company and what we offer in facilitating the process through the sport by being an exemplar of the management team understanding pathway from grassroot to higher level performance

Supporting company MD – supporting Tom with **any additional tasks**, including but not exhaustive, accounts and book keeping, invoicing, expenses, VAT claims, categorising Income/expenses on Quickbooks software etc.

Skills, Abilities & Qualifications

A good person with a work ethic, who is coachable and willing to learn

Outstanding communication skills, including experience in communicating effectively across varied audiences, both verbally and in writing.

Ability to work independently, with initiative, and act on instructions given without the need to be chased up.

Ability to present information with clarity, concisely and efficiently.

Able to build and maintain good relationships with key stakeholders

Excellent organisational, planning and project management skills.

Ability to interact with employees and volunteers at all levels of the operation.

ESSENTIAL - IT skills proficient in excel, word, powerpoint and a basic understanding of website management (data input and handling etc)

ESSENTIAL – First class customer relations

ESSENTIAL – Highly efficient, organised and an Independent thinker/worker.

ESSENTIAL – Ability to work to deadlines, under pressure at times and follow up leads

ESSENTIAL - First Aid certificated.

ESSENTIAL - Valid full driving license with the ability to travel independently and use/own a car.

ESSENTIAL – Valid DBS

DESIRABLE – Educated to further education/equivalent. Ideally experience of and or a sporting background with previous roles, but not essential

DESIRABLE – basic understanding of accounts, invoices and company structures.