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<b>Post Title</b>	<b>Coached Programmes Administrator</b>
<b>Division</b>	<b>Sport and Active Communities</b>
<b>Section</b>	<b>Coached Programmes</b>
<b>Location</b>	<b>HQ / Venue / Remote</b>

\* Candidate's suitability will be measured by assessment in the following ways:

**A** – Application: **I** – Interview: **R** – References: **X** - Interview Exercise[s]

		Essential	Desirable	Assessment
<b>Experience</b>				
1	Dealing with the public / customers in person, on the telephone and via social media channels	X		A I
2	Working with software packages	X		A I
3	Working in a customer service, call centre or office environment	X		A I
4	Working in an administrative role		X	A I
5	Working in an environment with exposure to multiple stakeholders with different inclusion needs		X	A I
<b>Knowledge</b>				
6	Administration procedures associated with e.g. booking systems, membership systems		X	A I
7	Understanding of customer service best practice and standards	X		A I
8	Understanding of improvement processes		X	A I
9	Knowledge of coaching pathways		X	A I
<b>Skills and Abilities</b>				
10	Excellent communication skills in all formats	X		I R
11	Excellent telephone manner, particularly in relation to handling enquiries from customers and the public	X		I R
12	Highly effective team worker	X		I R
13	Self-motivated	X		I R
14	IT confident across a range of packages including Microsoft	X		A I R
15	Good administration skills	X		I R
16	Well organised with good attention to detail	X		I R
17	Ability to multitask and prioritise work	X		I
<b>Attributes</b>				
18	Enthusiastic with a positive [can-do] attitude	X		I R
19	Confident and proactive		X	I R
20	Adaptable	X		I R
21	Customer focused	X		I R

22	Ability to deal sensitively with demanding customers and/or customer enquiries / complaints [written or verbal] in a composed and professional way recognising any inclusion needs	X		I R
<b>Qualifications and Training</b>				
23	Nationally recognised qualification	X		A
24	European Computer Driving Licence [EDLC] or similar		X	A
25	Willingness to undertake training/accreditation required for job role	X		I
26	Ongoing CPD		X	A I
<b>Other</b>				
27	The job may involve evening and weekend working	X		I

<b>Prepared/Updated by</b>	Dianne Breen – Programme and Membership Service Manager	June 2024
<b>Approved by</b>	Nickie Scorgie - Head of Human Resources & Organisational Development	June 2024
<b>Status</b>	DRAFT	