



Job Description: Administrator

- Job Title:** Administrator
- Location:** A combination of remote work and time spent at Prime Acrobatics centres in Woking and Camberley
- Reporting to:** Customer Experience Manager
- Hours:** Part time; casual hours to be determined and agreed between you and Prime Acrobatics. Hours may include evenings, weekends and bank holidays. A flexible work pattern based on the needs of the company.

Overall Aims of the Role:

- To be the first friendly and welcoming face our members see when entering our facilities.
- To aid our members, visitors, suppliers, staff and volunteers where needed.
- To deal with 'all front-desk' matters, i.e., emails, phone calls and in-person enquiries
- To provide other administrative assistance to our managers upon request.

Main Duties and Responsibilities:

Front desk:

- To welcome members into our facilities, get to know the families and build good relations.
- To answer the phone and respond to voicemails.
- To action and reply to emails.
- To read and action office diary messages (including welfare emails)
- To take card payments.
- To raise invoices.
- To support any queries and provide company and class information.
- To sell merchandise and snacks and manage stock levels.
- To manage visitors (signing in and out) and deliveries.

- To ensure the office spaces are kept well organised and tidy.
- To clean the reception and ancillary areas and machines throughout the day.
- To book class taster sessions and offer permanent spaces.
- To use your initiative, i.e., mop up spillages, change toilet rolls and tend to members where required.
- To provide an appropriate handover to the next member of staff.
- To forward any feedback from members to the relevant Manager. If permitted by the parent, to also forward positive feedback to Media Manager.
- To filter promotion sales calls.
- To make sure you keep up to date with changes to our admin staff bible.
- To routinely update our class numbers as needed.
- To issue over the phone/front desk card refunds upon approval.
- To chase any British Gymnastics memberships and help to ensure all members have current insurance.
- To occasionally support our Membership Supervisors to chase any overdue class fees.
- To follow up on “no entry” and “speak to office” actions.
- To help keep all our noticeboards up to date, both inside the office and throughout our ancillary areas.
- Build any other communication with members, i.e., about reward scheme, dates etc.

Other:

- To help ensure our environment is welcoming, friendly and supportive to all
- Any other administrative tasks within the company’s best interests.
- To maintain a good professional appearance, always act as a role model to other staff and act as a key ambassador for the company.
- To support deep cleaning or decorating the facilities during festive periods.
- To assist in regularly assessing office practices to help the company develop greater efficiently.

Skills Required

- Proactive with great attention to detail.
- Excellent communication skills.
- Excellent organisational skills.
- Excellent customer service skills.
- Proficient in Microsoft Office and Google Workspace.
- A good level of intuition and ability to use your own initiative.
- A flexible and adaptable approach to work.

Remuneration Package

- Salary dependent on level of experience.
- Minimum of 5.6 weeks of annual leave (based on 4 weeks plus 8 English public holidays). Some holidays dates may be forced in line with club closures.
- Contributory pension scheme, if eligible.
- There is also an option to work agreed overtime.

Essential Criteria:

- English and Mathematics GCSEs at minimum Grade C.
- Proficient with Microsoft Word and Excel.
- Valid DBS certificate, which Prime Acrobatics will assist you in obtaining.
- Current safeguarding training as deemed acceptable by British Gymnastics.
- Relevant administration and customer service experience.

Desirable Criteria:

- A valid First Aid at Work training certificate.
- Experience within sport, health or fitness related industries.
- Experience in mentoring.