



Job Description: Administrator

Job Title:	Administrator
Location:	Days will be spent working across both our centres in Woking and Camberley
Reporting to:	Customer Experience Executive
Hours:	Full time; 40 hours per week (including breaks), working five days per week including either Saturday or Sunday. Hours may include evenings, weekends and bank holidays.

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.
- 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, which includes a regular office deep clean schedule.
- To clean the reception and ancillary areas and machines throughout the day.
- To clean coffee machines daily.
- 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 the Media Officer or someone appointed to deal with this matter.
- To filter promotion sales calls.
- To make sure you keep up to date with changes to our admin staff handbook.
- 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 efficiency.

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 between £24,500 to £26,500 per annum, based on 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:

- Applicants must have the right to work in the UK without employer sponsorship.
- Full UK Driving License (Category B).
- English and Mathematics GCSEs at minimum Grade C.
- Proficient with Microsoft Word and Excel.
- Relevant administration and customer service experience.

Desirable Criteria:

- A valid First Aid at Work training certificate.
- Valid DBS certificate.
- Current safeguarding training as deemed acceptable by British Gymnastics.
- Experience within sport, health or fitness related industries.
- Experience in mentoring.