|  |  |
| --- | --- |
| SECTION | HR |
| POLICY /PROCEDURE | **Job Advert, Job Description & Person Specification** |
| DATE OF ISSUE | 29 September 2016 |
| DATE OF REVIEW | N/A |

|  |
| --- |
| **Organisation:** Club Doncaster Foundation    **Position:** Operations Coordinator  **Responsible to:** Club Doncaster Foundation & Club Doncaster Sports College CEO  **Responsible for:** No direct line management  **Starting Salary:** Competitive dependant on experience  **Contracted hours:** 37 hours per week (flexible approach towards additional hours as necessary)  **Type of contract:** Fixed term for 1 year with a view to being permanent after 3 years  **Location:** Keepmoat Stadium, Stadium Way, Doncaster, DN4 5JW  **Closing Date:** Friday 14th October 2016 5pm  **Interviews:** 19th October 2016  **Start Date:** As soon as possible |

|  |
| --- |
| **Overview:**  This position represents a genuinely unique opportunity to help shape and develop the future of an award winning and innovative community foundation. Applicants will have strong organisational experience and relish the challenge of a busy and exciting office environment. Excellent administrative skills, financial understanding and outstanding interpersonal and relationship management skills are also vital in this role.  **General purpose of the post:**  To effectively keep up to date with governance requirements ensuring that important documents are valid for example insurance schedules, ICO registration and licences.  The Operations Coordinator is responsible for keeping accurate staff records on sickness and annual leave. Updating policies and procedures as required by the CEO and College Principal. Producing staff contracts, Inducting new starters, keeping paperwork up to date and supporting senior managers with the strategic aspirations and ambitions of the Foundation across key themes of work.  They are the liaison point between senior managers and the finance team, making payments, procuring items required by the team, working with the payroll department to ensure staff members are paid the correct amount and from the correct budget. Assisting staff with payroll queries. Coding income and expenditure to the correct budget lines and completing supporting paperwork. |

|  |
| --- |
| **How to apply:**  Send an up to date CV and covering letter (of no more than two pages, which fully addresses the criteria in the job description and person specification) by post to;  Jim Lord, C/O Stephanie Ferraby, Club Doncaster Foundation, Keepmoat Stadium, Stadium Way, Doncaster, DN4 5JW  or by email to;  recruitment@clubdoncasterfoundation.co.uk |

|  |
| --- |
| **Important information**  The mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.  Club Doncaster Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young people and is subject to Enhanced DBS checks. Clearance through The FA DBS system is required. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.  Employment will also be subject to two satisfactory written references. |

|  |
| --- |
| **Key Duties and Responsibilities:**   * To undertake HR and governance projects as directed by the Chief Executive * To oversee operations, ensuring that budgets, financial procedures, contracts, staff files and inductions are in place and effective. * Develop effective relationships with suppliers, internal and external colleagues in order to meet the aims and objectives of the Foundation. * Report regularly on KPI’s to the Chief Executive and other senior managers. * Manage personal workload, working both independently and collaboratively with a range of colleagues, to agreed deadlines. * Attend performance reviews, including annual appraisals and keep accurate records for the Chief Executive in all staff files. * Ensure strong governance of all departmental matters and ensure that all policies and procedures are available for staff to view and kept up to date. * Procure items as required by senior managers to agreed deadlines. * Make payments to suppliers and complete the appropriate paperwork * Complete forms requesting invoices to be sent out by the accounts team. * Responsible for the office petty cash and recording all money in and out. Banking cash and cheques as they come in. * Regularly checking the bank to ensure that everything is as expected and assisting the accounts tear with the reconciliations. * Request and monitor reports from the finance team including debtor and creditor reports and payroll information. * Regular insurance schedule updates to ensure all staff are covered. * Arrange catering and take minutes of meetings * Assist with the production of board packs for trustee meetings * Arrange staff days, book training courses and travel arrangements. * Responsible for a company debit card and bank access equipment which must be stored and used correctly. * Liaison with payroll to ensure all staff are paid correctly including relevant deductions for pensions, childcare vouchers etc. * Carry out duties in accordance with all relevant company policies * Act at all times with utmost good faith to the Club and the Company * Devote full attention and ability to fulfilment of the duties required by the role * Other duties as reasonably requested by a member of the senior management staff. * To work closely with partnership organisations, to maintain good relationships and collaborative working practices * To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice * Deal with enquiries and general day-to-day liaison with customers, colleagues and partners * Carry out general office duties including data recording, filing, photocopying, sending and receiving emails * Ensure all policies and procedures are adhered to * Active participation on continuing professional development and the appraisal process * Promote the brand identity and increase Club Doncaster fan base throughout * To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job. * To maintain the quality of service provision, regularly evaluating work and seeking to make improvements * Present a professional image when dealing with both internal and external contacts and  partners, acting in a professional manner at all times * To be aware and comply with the Health and Safety at Work Act * To carry out responsibilities with due regard to Equal Opportunities. |

|  |
| --- |
| **Club Doncaster Staff competencies:**  **Our Values**   * We are professional in all we do * We manage our business with respect and integrity * Pride, passion and performance * Open, honest brave * Consistent innovation in all we do * Energy, enthusiasm, humility * Excellence in all we do * Win-win relationships     **Putting our clients first**     * Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation * Knows who the clients are, understands our clients’ needs and works hard to ensure that these are met * Develops positive relationships with clients, handling dissatisfied or awkward clients effectively * View the resolution of clients’ problems as an opportunity to retain and secure future business * Ensures all clients are dealt with in a proficient and friendly manner, with respect and integrity at all times     **Getting things done**     * Performs  all assigned tasks and procedures efficiently and in a timely manner * Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed * Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time * Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else * Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency * Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks     **Flexibility**     * Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads * Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation * Put forward suggestions and ideas about new and better ways of doing things * Learns rapidly, adjusting to new situations as they occur * Demonstrates a commitment to deliver a high quality service at all times     **Communication skills**     * Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate * Listen  to and respects other people’s views and opinions * Any written work required by the role is clear, accurate and to the point * Presents facts and ideas in a concise and persuasive manner * Ensures all written correspondence is fluent and structured, using appropriate style and language * Uses the correct communication technique to suit the situation     **Managing Self /Relationships**     * Develops open and effective relationships with all colleagues * Awareness of impact of own behaviour on others and is able to modify approach or style to achieve results * Can discuss differences openly and without recrimination * Share information and keeps all relevant parties informed * Works to improve self by being pro-active in job function and in assessing training and development needs * Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer * Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them |

|  |
| --- |
| **Important information**    The above mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.  Applicants must hold a full driving licence with access to a suitable vehicle and have in date MOT, Road tax and relevant insurance if they are intending to do business mileage for Club Doncaster. It is the employee’s responsibility to ensure up to date documentation is provided to Club Doncaster.  Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young people and is may be subject to Enhanced Criminal Records Bureau (CRB) checks. Clearance through The FA CRB system is required. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.  Employment will be subject to two satisfactory written references. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal Skills/Characteristics** | **Essential** | **Desirable** | **Method of Assessment**  **(List Code Below)** |
| **Experience**  Proven administration experience  Understanding of HR processes  Excellent financial understanding  Knowledge of payroll processing  Organised way of working  Excellent interpersonal skills  Excellent communication skills  Understands the importance of confidentiality  Experience of working for a charity  Experience of working within the professional sport clubs sector | X  X  X  X  X  X  X  X | X  X | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| **Qualifications and training**  Degree level qualification  At least one nationally recognised NVQ level 2 qualification or equivalent. | X | X | AF/CQ  AF/CQ |
| **Special skills and knowledge**  An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community  HR Administration qualification  Proficient in use of Microsoft Office systems eg Office, Excel, Access and Powerpoint or equivalent system | X  X | X | AF/I  AF/I  AF/I |
| **Personal qualities**  Highly motivated and demonstrates initiative  Positive attitude with the ability to motivate and energise individuals and groups.  Excellent written and verbal communication skills.  Ability to prioritise and meet deadlines | X  X  X  X |  | AF/I  AF/I  AF/I  AF/I |
| **Personal circumstances**  Ability and willingness to occasionally work outside normal hours, including evenings and weekends.  Ability to travel independently | X  X |  | AF/I  AF/I |
| **Physical Requirements**  No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments)  Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability) | X  X |  | AF/I/R  R |

\* AF = Application Form

I Interview

R Reference

CQ Certificate Qualification

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.