

Administrator

Contract type:	Permanent
Salary:	£22,425
Reports to:	Workforce Development Manager
Location:	Willie Maddren Centre, Riverside Stadium, Middlesbrough Herlingshaw Centre, South Bank
Working arrangements:	37.5 Hours – Monday to Friday with occasional evening and weekend work
Benefits:	25-days holiday per annum (pro rata) Health Cash Plan and Employee Assistance Programme through Health Shield 20% discount at Middlesbrough FC Retail Shop Learning and Development support Employee of the Month and Core Values Awards Priority access to Middlesbrough FC Men's and Riverside Stadium concert tickets Free on-site parking at Foundation sites

Overview

The Administrator role will be an active member Foundation's Finance and Administration team working across all the Foundation to support the overall functioning of the Foundation as well as supporting the Business Development Team, Herlingshaw Team and Operations Team. The role will work as part of the **team** to deliver the *Together 2024-28* strategy in particular our themes of *Sustainable and Supportive Together*, in particular living our core values of **quality, inspire, team work, inclusive and honesty and integrity** in the interactions with beneficiaries, partners and colleagues.

A key strategic objective is our commitment to the future, and as a Foundation we are committed to safeguarding, welfare, and inclusion. Promoting safeguarding and welfare of participants and employees is everyone's responsibility and employees and volunteers are expected to share this commitment. Alongside the Club, we are committed to an equality, diversity, and inclusion (EDI) as highlighted by our RiversideBySide initiative. The Foundation is a place where inclusion is a core value and where everyone can be themselves in an environment where they feel safe and included, including being a Disability Confident Leader. We are working to diversify our workforce, particularly by gender and ethnicity.

The role

- Answer telephone to deal with enquiries and take bookings and payments
- Maintain email inboxes and respond to enquiries in a timely manner
- Support recruitment processes, including processing incoming applications and organising interviews with candidates
- Process internal requests for complimentary match day tickets and other match day experiences
- Input data into various systems, including Microsoft Excel and Salesforce
- Organise employee travel and accommodation
- Monitor and distribute employee kit
- Maintain office supplies
- Other ad hoc duties as required
- Meet data protection and health & safety standards, including undertaking training as required
- Demonstrate a strong commitment to inclusive practices, adapting resources to ensure equal opportunities for all

Person Requirements

Essential

- Previous experience working within an admin environment
- Excellent verbal and written communication skills
- Confident approach to liaising with customers over the telephone and in-person
- Experience using Microsoft Office suite, particularly Outlook, Word, and Excel
- Positive attitude and ability to work effectively as part of a team or independently
- Good time management and organisational skills
- Ability to work under pressure and to tight deadlines
- Promote the vision, mission and core values of the Foundation.

Desirable

- Commitment to working occasional match days for Men's and Women's teams
- Experience using online data reporting systems, such as Views or Salesforce
- Experience within a charity or similar organisation
- Knowledge of Sage or accounting

Middlesbrough FC Foundation is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. The Foundation is also committed to the safeguarding of vulnerable groups.