



## **MEMBERSHIP SERVICES ADMINISTRATOR – ENGLAND BOXING PART-TIME, PERMANENT**

### **Background**

England Boxing is the National Governing Body for the one of the oldest sports in the world, one which has featured in the ancient and modern Olympics since 1904.

With its own heritage going back to the 1880s, the organisation is responsible for promoting and developing the sport at all levels, from grass roots through to the England talent pathway, and in turn passing prospective medallists to GB Boxing. The organisation is a member of IBA and EUBC, the World and European governing bodies respectively.

The organisation has recently produced an ambitious strategy and plan for the next four years. As a result, the governing body is going through rapid change and the sport is experiencing growth in both competitive and recreational boxing. It has also been successful in delivering medals at various men's and women's representative international competitions. This success provides excellent opportunities to improve the commercial income of the sport and less reliance on public body funding in line with the overall strategy.

As part of this change, the organisation is looking to employ a Part-time Membership Services Administrator to provide support to the membership services department of England Boxing.

<b>Job/Role Title</b>	Membership Services Administrator – Part-time.
<b>Location</b>	England Boxing, English Institute of Sport, Coleridge Road, Sheffield, S9 5DA

<b>Working hours</b>	21 hours per week (0.6 FTE), over five days, with potential for additional hours at peak times. Flexibility is required and some weekend work may be required on occasion in connection with events.
<b>Salary</b>	<b>£18,000 - £20,000 pro-rata per annum</b>
<b>Main Purpose of Role</b>	The role is based in the office of the sport's National Governing Body in Sheffield, working as part of a small team, to undertake a variety of administrative and communication tasks to successfully contribute to the objectives of the organisation by supporting the delivery of the NGB operational, membership and communications requirements.
<b>Specific Responsibilities and Personal Duties</b>	<p><b>Key Responsibilities</b></p> <p>To provide administration support, as required, for the organisation and specifically in the delivery of the organisation's membership services obligations and requirements. This to include:</p> <ul style="list-style-type: none"> <li>• Act as the first point of contact for telephone calls into the office, assisting members with queries, taking detailed messages / distributing calls and then following up as required in an effective and timely manner.</li> <li>• Assist with the, answering and / or distribute and follow up emails into the Enquiries inboxes and any further email inboxes or correspondence as required.</li> <li>• Process Previous Combat Sport requests, maintaining the database and completing detailed investigations on each athlete as appropriate.</li> <li>• Process Boxing Abroad requests for boxing club teams attending international events and for international teams attending events hosted by England Boxing Clubs.</li> <li>• Administer the DBS risk assessments including maintaining the National DBS register and also act as main support for DBS inquiries, during working hours.</li> </ul>

	<ul style="list-style-type: none"><li>• Maintain and administer the central medical register. Ensuring all Doctors are listed on the GMC register to participate in boxing related medical activities.</li><li>• Processing daily post receipts / despatches, distribution of information to members and production of documentation for meetings.</li><li>• To provide support to the core England Boxing Board and employees in order to help deliver the overall objectives of the organisation.</li><li>• Maintain office standards and storage areas, to make the office environment tidy and manageable</li><li>• Build, manage and maintain good relationships and communication within the organisation and work in partnership with external stakeholders as required.</li><li>• Attend England Boxing Events to help support the delivery of the respective competitions and programmes.</li><li>• To perform any other duties as reasonably required in order to meet the objectives of the organisation.</li></ul>
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**Person  
Specification**

**Essential:**

- Strong communication and interpersonal skills, including excellent oral and written skills
- Highly competent in the use of Microsoft Office, including Word, Excel, Power point and Teams.
- Excellent organisational skills and the ability to work to instructions under a minimum of supervision to tight deadlines
- Able to deliver and perform under pressure in a dynamic and diverse environment.
- Experience of working in an office as part of an administrative role.
- Able to demonstrate initiative and the ability to build positive relationships with a diverse range of internal and external stakeholders.
- Have demonstratable experience of flexible working with ability to vary work patterns, learn new skills and prioritise tasks to meet the changing needs of the business.
- Be able to demonstrate a high level of integrity, maintain confidentiality and deal with sensitive material.

**Desirable:**

- Qualified to degree level
- Demonstratable knowledge of membership / customer support services in sport
- Knowledge of amateur boxing and the landscape of its voluntary membership
- Have experience of using a CRM system to manage membership / customer records.

## **To apply**

In order to apply for this role with England Boxing, please send CV and cover letter to [happlications@englandboxing.org](mailto:happlications@englandboxing.org)

The closing date for applications is Friday 27<sup>th</sup> January 2023.

## **Valuing Diversity**

England Boxing Ltd is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.