

Version 3 Last Updated: Sept-21

Next Review: Sept-24

<b>Job Title:</b>	Business Administrator Apprentice
<b>Reports to:</b>	Business Support Leader
<b>Accountable to:</b>	None
<b>Contract Term:</b>	(Full time, 37 hours) 21 month fixed term, may include evenings and weekends (apprenticeship)
<b>Location:</b>	LNER Stadium, Lincoln, LN5 8LD
<b>Salary:</b>	£4.30 per hour
<b>Closing Date:</b>	

### Job Purpose

Lincoln City Foundation is a growing delivery organisation with high business and operational standards throughout its sport, education, health and inclusion departments.

For the Foundation to remain a fully functional, highly performing operational business, we rely upon quality administrative processes and individuals.

The post holder will:

- Work alongside the Business Support Leader and their team to ensure essential administrative duties are completed in a timely and accurate manner
- Ensure customer enquiries are handled and responded to and initial questions are answered promptly and correctly to overall enhance the customer journey
- Support the business as a key part of the operational team bringing key elements of the organisation together to a consistently high standard.

### Key Responsibilities

Main responsibilities of the role include:

- Assisting with the Foundation online booking system (day-to-day administration of events, setting up of sessions, profiles and payments)
- Delivering quality customer service – initial point of contact and coordinator of electronic and telephone communications
- Distribution of incoming and outgoing mail including franking the post, signing for and distributing parcels and arranging recorded deliveries
- Completing office filing/shredding as required
- To provide accurate and timely information as requested to support administration across the Foundation. The processes include but not limited to invoicing/payment requests, sessional registers, participant records, customer feedback and engagement
- Maintain office supplies by monitoring stock levels and completing orders including the provisions required for the safe delivery of sports e.g. first aid kits and office supplies as required

- Assisting in the diary management of the office and community spaces
- Monitor use of our data capture system (VIEWS) and report on project progress
- Supporting a variety of administrative duties with the long-term view of becoming a full-time, permanent member of the Lincoln City Foundation.

### General Responsibilities

- Compliance with all Lincoln City Foundation policies and procedures
- To observe and adhere to the organisational Code of Conduct, safeguarding commitment and the equal opportunities strategies of Lincoln City Foundation
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times
- To undertake CPD as necessary in line with development of the role and required by the Foundation
- The marginal functions of this position have not been included. All employees are required to follow any other job-related duties required by their line manager which are relevant to the role and achieving the Foundation's objectives.

### Person Specification

#### Education/Qualifications/Training

Apprenticeship agreement with an education provider, or willing to obtain	Essential
Committed to personal development to enhance the role and the individual	Essential

#### Knowledge and Experience

Understanding or experience of administrative duties required to support a business	Desirable
Experience of working in a customer facing environment	Desirable
Experience of working in a team and under limited supervision	Desirable

#### Skills and abilities

Ability to communicate over the telephone or via email politely, professionally and confidently	Essential
Dynamic, self motivated and target driven	Essential
Ability to work under pressure and continue to deliver at a high standard	Essential
Self-organised, has an attention to detail and can work to own initiative	Essential
Enthusiastic to learn a wide range of duties within a busy office environment	Essential

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Good understanding of IT systems and how to use them appropriately to complete duties as required	Essential
Ability to form professional relationships, demonstrating excellent communication skills	Essential
<b>Equality &amp; Diversity</b>	
Must be able to recognise discrimination in its many forms and adhere to the LCF Equality policies	Essential
Able to work within a diverse community to promote equality & diversity	Essential
<b>Other</b>	
Must satisfy relevant pre-employment checks including two current references relevant to the position and Enhanced DBS checks	Essential
Strive to achieve and work towards 'Lincoln City Foundation' vision and mission statements	Essential