



Job Specification

JOB TITLE	Business & Administration Officer
SERVICE AREA	Business Administration
CONTRACT	Permanent 37 hours per week
Pay	£17,845 - £20,739 depending on experience

JOB PURPOSE/ROLE SUMMARY

Rossendale Leisure Trust is a charitable social enterprise providing community leisure for the residents of Rossendale. We are seeking to employ a business and administration officer who is keen to make a difference to the health and wellbeing of the local community by providing support to the business and administration team. This is a varied role in a fast paced environment.

The post holder will report directly to the Business & Administration Manager. The main areas of work will include membership administration, programming of our Leisure Management System and finance related tasks. The successful post holder will be able to work as part of a team as well use their own initiative to make decisions. The ability to perform tasks efficiently and accurately is essential and previous experience of dealing with difficult customers would be beneficial.

Training will be provided on our leisure management system. Willingness to be a key part of the team leading on the day to day programming and being involved in projects is essential.

Office Administration

- Assist the Business & Administration Manager with project based work
- Collect and report data
- Produce business documents
- Support the compliance of GDPR

Membership Administration

- To be the point of contact for all current members, promoting our business and resolving issues
- Processing any membership changes as requested in line with the company's direct debit processes

- Communicate with annual members regarding their renewal price, date and process
- Provide membership reports and data to the management team
- To be proactive making recommendations for change to improve processes
- To be a key player in membership projects

Programming

- Assist with programming the Leisure Management System on a day to day basis
- Be part of the team responsible for implementing and building new modules to the Leisure Management System

Finance Administration

- Perform purchasing process administration including ordering, goods receiving and the processing of invoices
- Liaising with external suppliers as required
- Source new products, obtaining best value
- Reviewing existing contracts and prices to establish best value and make recommendations
- Perform other finance related tasks as required

Experience - Essential

1. Excellent organisational and multitasking abilities
2. Ability to prioritise work streams
3. Ability to work flexibly and positively
4. Experience within a customer service environment

Skill - Essential

1. Planning and coordinating administrative procedures and systems
2. Experience of streamlining processes to improve effectiveness and efficiency
3. Being solution focused to challenges and being a positive contributor to a wider team
4. Ability to work as part of a team
5. Ability to meet agreed company targets
6. Excellent written and verbal skills
7. Proficient in MS Office, MS Excel & Word

For more information or the opportunity to have an informal chat please contact frances.ferguson@rltrust.co.uk

Please send your CV and a covering letter to frances.ferguson@rltrust.co.uk

Closing date: 14th November 2021

Interviews will be held on 22nd November 2021

