



<b>Job title</b>	Business Development Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	University of Nottingham Sport	<b>Location</b>	University Park Campus, Nottingham

## Purpose of role

The role holder will provide administrative support in the areas of business development which is responsible for marketing and communications, membership, sponsorship and alumni relations, bookings and events, and finance functions for the department of sport. Based at the David Ross Sports Village, this role will also support the delivery of the Vision for Sport which is to deliver an outstanding student sporting offer and establish the University as the first choice for students wishing to combine a top quality education with an outstanding sporting experience.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Events and bookings administration</b></p> <ul style="list-style-type: none"> <li>▪ Provide support administering facility bookings ensuring all stages of the bookings process are completed and recorded as required.</li> <li>▪ Ensure a high standard of general housekeeping is maintained with regards booking forms and processes.</li> <li>▪ Assist in maintaining an up-to-date log of all enquiries and actions for facility hire and events.</li> <li>▪ Update booking records on legend management system as required, including assisting with reservations, confirmed bookings, adjustments, and cancellations where appropriate.</li> <li>▪ Maintain customer confidence and service standards via prompt responses to general enquiries for events and bookings, re-directing enquiries to the relevant colleague where necessary.</li> <li>▪ Coordinate any catering, parking and general set-up requirements for bookings and events in line with university policies and procedures.</li> <li>▪ Support the administration of repeat and block bookings ensuring facilities are reserved and booked as required.</li> <li>▪ Create and circulate a 'what's on' calendar to help raise awareness of upcoming bookings and events.</li> </ul>	45%

2	<p><b>Membership Administration</b></p> <ul style="list-style-type: none"> <li>▪ Provide administrative support to ensure the membership database is accurate, this includes amending and updating records, removing duplicates and ensuring all information is stored securely.</li> <li>▪ Monitor membership records and payment details, rectifying any errors and anomalies.</li> <li>▪ Support any system reconfiguration, bulk updates, data entry or membership cleansing processes as appropriate.</li> <li>▪ With support from the membership sales officer, produce regular reports on membership sales, renewals, conversions, usage and cancellations.</li> <li>▪ Provide hands-on support for the planning and delivery of events to promote and drive sport and fitness membership sales.</li> <li>▪ Create appropriate database lists to support customer communications and marketing campaigns.</li> <li>▪ Support any other general housekeeping tasks to ensure the membership database is maintained.</li> </ul>	35%
3	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Meet and greet all visitors to the administrative offices and direct them as appropriate.</li> <li>▪ Proof checking and updating documents such as coaches contracts, partnership agreements, website pages and tender documents.</li> <li>▪ Provide administrative support to the directorate team and provide cover for other administrative staff within the department where required.</li> <li>▪ Assist with major events, University Open days and Welcome Fairs; acting as a point of contact, information and advice and maintaining a physical presence at stands on the main campuses at University Park, Jubilee and Sutton Bonington where required; assisting with planning and preparation of the sports centre during events</li> <li>▪ Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department.</li> </ul>	20%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to relate well to students, staff, public and other members regardless of age, gender and physical ability</li> <li>▪ Excellent customer service skills</li> <li>▪ Effective verbal communication skills including telephone skills</li> <li>▪ Good numeracy and literacy skills</li> <li>▪ Ability to work within a team</li> <li>▪ A strong ability to work using one's own initiative</li> <li>▪ Highly motivated and driven.</li> <li>▪ Punctuality</li> <li>▪ Maintaining a professional image at all times</li> <li>▪ Ability to work calmly and professionally when under pressure</li> <li>▪ Basic level of computer literacy</li> <li>▪ Customer Service - You provide the best quality of service and member needs are high priority.</li> <li>▪ Team Work / Interaction - You must be able to work and co-operate enthusiastically as part of team to deliver on agreed aims and objectives. You can adapt your approach and interact positively with all staff and members</li> <li>▪ Adaptability - You receive new ideas and views in a positive and constructive manner and respond positively to change and new ideas and initiatives</li> <li>▪ Creativity - You suggest new ideas and identify ways to improve</li> <li>▪ Ability to respond to general enquiries that the business development team may receive, and ability to action accordingly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good IT skills</li> <li>▪ Basic administrative functions</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working in another/similar administrative position</li> <li>▪ Experience working with customer records and databases</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working in sport.</li> <li>▪ Experience within business development – events or membership</li> <li>▪ A basic knowledge of and interest in sport</li> </ul>

<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Evidence of educational competence e.g. GCSE Maths and English Grade C</li> <li>▪ Willing to undertake relevant training as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Passion for sport</li> </ul>
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### Additional Information

This is a part-time role with the hours of work typically to be delivered between 9am and 5pm where possible.

Post holders may be occasionally be asked to work outside of normal working hours to support special events.

Post holders may be required to operate from any one of the sports sites but will predominantly be based at the David Ross Sports Village.

Post holders will be required to conform to the department’s uniform regulations.



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

## Key relationships with others



