



Ewood Park Stadium, Blackburn, Lancashire, BB2 4JF, United Kingdom  
T: 01254 508139 | E: [enquiries@brfctrust.co.uk](mailto:enquiries@brfctrust.co.uk) | W: [www.brfctrust.co.uk](http://www.brfctrust.co.uk) | [@brfctrust](https://twitter.com/brfctrust)

<b>Organisation</b>	Blackburn Rovers Community Trust
<b>Position</b>	Evening & Weekend Reception and Sports Assistant
<b>Salary</b>	Age related NMW +50p per hour
<b>Location</b>	Blackburn Rovers Football Club, Ewood Park Stadium, Blackburn, BB2 4JF
<b>Type of Contract</b>	Zero Hours
<b>Closing Date</b>	5pm on 15 <sup>th</sup> February 2019

Blackburn Rovers Community Trust is seeking to appoint an enthusiastic, charismatic and dedicated person to be the first point of contact for our customers at the Blackburn Rovers Indoor Centre.

**Main Purpose of the role is to:**

The Receptionist role encompasses all of the functions associated with delivering an excellent front of house customer experience, including facilitating our variety of sporting events held here.

**How to apply:**

Please post or email your application form and cover letter to:

Recruitment ([recruitment@brfctrust.co.uk](mailto:recruitment@brfctrust.co.uk))  
FAO: Gary Robinson  
Chief Executive Officer  
Blackburn Rovers Community Trust  
Ewood Park  
Blackburn  
BB2 4JF

**Interview dates:**

Interviews dates to be confirmed.

*Please note that the job will be subject to satisfactory references and enhanced DBS procedures.*

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Job Description  
 Evening & Weekend Reception and Sports  
 Assistant  
 Blackburn Rovers Community Trust

JOB DESCRIPTION		
1.	<b>Job Title</b>	Reception and Sports Assistant
	<b>Salary</b>	Age related NMW Pay + 50p per hour
	<b>Hours of Work</b>	The core hours are evening/weekends, but you may be required to work out of these times. You may also be required to work home matchdays.
	<b>Location</b>	Main Base - Our Lady and St. John's Catholic College, North Road, Blackburn, BB1 1PY or; Blackburn Rover Indoor Centre, Blackburn Rovers Football Club, Ewood Park, Blackburn, BB2 4JF.
	<b>Responsible To</b>	Senior Business Administrative Officer
	<b>Responsible For</b>	N/A
	<b>Contractual Status</b>	Zero Hours contract

2.	<b>Overall purpose of the Job</b>	<p>With the opening of a new outdoor 3G football pitch at OLSJ, we anticipate the facility to be popular with thousands of people passing through the doors. We already interact with over 10,000 visitors to the BRIC every year, you will be the first point of contact on behalf of The Blackburn Rovers Community Trust.</p> <p>You will be required to handle any customer enquiry effectively and efficiently. Process cash and card payments through the POS system. Take private and group pitch booking using an electronic booking system. Set pitches for a variety of sports, including football, futsal, netball, cricket, hockey, archery and badminton.</p> <p>Performing basic administration duties, including and not limited to: evening league administration, filing and processing pitch hire bookings, birthday parties, holiday football, sports and activity provision applications.</p>
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<p><b>3. Duties and Responsibilities</b></p>	<p><b>The post holder will be responsible and accountable for:</b></p> <p>Taking card and cash payments as needed; being responsible for all monies taken on shift and ensure they are logged and secured respectively.</p> <p>Managing a bookings system and up-sell all vacant slots and any BRCT sellable items when the opportunity arises. Answer all customer enquiries, face to face, email or by telephone.</p> <p>To create and implement a family-friendly feel to all sessions. Maintain high levels of cleanliness and safety, reporting any issues to your line-manager.</p> <p>To assist other staff with the delivery programmes, including birthday parties, coaching sessions and tournaments. Promote the products, services and facilities on offer. Carry league administration; correctly imputing results, generating fixtures, processing registrations and ability to react to team cancelations.</p> <p>Process any other administrative duties as required. Assist in any form of emergency and evacuations. Maintaining awareness of, and acting in accordance with, the provisions of the Health &amp; Safety at Work Act.</p> <p>A willingness to work off site in various school and community environments.</p>
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<p><b>4. General</b></p>	<p>To at all times represent Blackburn Rovers Football Club and Blackburn Rovers Community Trust in a professional manner regarding to dress, presentation, personal hygiene, attitude, conduct and professionalism.</p>
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5. Person Specification		
	Essential	Desirable
Demonstrable Experience	<p>Ability to communicate effectively with all staff and customers.</p> <p>To process payments through a computerised till system</p> <p>Ability to handle data and demonstrate high levels of I.T. knowledge; including all Microsoft programmes.</p> <p>Willingness to assist other staff, including birthday parties, coaching and tournaments.</p> <p>Able to lift and move heavy objects safely.</p> <p>Working in a professional environment.</p>	<p>Experience working within a customer service sports environment.</p> <p>Experience of working with a charity and/or a professional football club community scheme.</p>
Knowledge	<p>Proven high level communication skills with an ability to communicate effectively and influence a range of audiences</p> <p>Proven track record of delivery against outcomes/targets.</p> <p>A "can do" attitude with willingness to develop.</p> <p>Preparing for community sports sessions.</p>	<p>Level 1 or above Football Coaching award and/or other NGB equivalent.</p> <p>Dealing with a management booking system.</p>

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COMMUNITY TRUST

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<b>Skills</b>	<p>Able to work on your own initiative, possess good organisational skills and manage own workload.</p> <p>Good communication skills; written and verbal.</p> <p>Excellent customer service skills and phone manner.</p> <p>Ability to adapt to the needs of service users.</p> <p>Good level of IT skills, to input data professionally.</p> <p>The ability to work professionally as part of a team and as an individual.</p> <p>Ability to respect confidentiality at all times.</p>	
<b>Qualifications</b>	<p>Minimum of four GCSEs, includes English and Maths of a Grade C or above.</p>	

**Please note:**

The person appointed to this post will, from day-to-day, have contact with children and vulnerable adults, many of whom are under eleven years of age, and a number of whom may have moderate learning difficulties and/or disabilities. Therefore, the post holder will require an enhanced Disclosure Barring Service check.

**Safeguarding Recruitment:**

Blackburn Rovers Community Trust and Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to share this commitment. The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.

**Equality & Diversity:**

As we are a diverse community trust that respects differences in race, disability, gender, gender identity, sexual orientation, faith, background or personal circumstance we welcome all applications. We want everyone to feel valued and included in the football community and to achieve their full potential. BRCT is opposed to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.

**The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.**

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