



Organisation	Blackburn Rovers Community Trust
Position	Evening & Weekend Reception and Sports Assistant
Rate of pay:	Age-related National Minimum Wage + 50p per hour
Location	Our Lady and St. John's Catholic College, Blackburn, BB1 1PY & Blackburn Rovers Indoor Centre, Ewood Park, Blackburn, BB2 4JF
Type of Contract	Causal - as and when required
Closing Date	5pm on Friday 23 rd August 2019

Blackburn Rovers Community Trust (BRCT) is a successful award-winning charity that is continuing to grow as a sustainable dynamic charity. We are dedicated to providing the best possible services to our local community. BRCT is seeking to appoint an enthusiastic, charismatic and dedicated person to be the first point of contact for our customers at Our Lady and St. John's Catholic College and Blackburn Rovers Indoor Centre.

Main Purpose of the Role is to:

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

How to apply:

Please send your application form and covering letter to Samantha Weldon by email recruitment@brfctrust.co.uk Please note: CV's will not be accepted.

Or post to:

F.A.O Recruitment, 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.



JOB DESCRIPTION		
1.	Job Title	Evening & Weekend Reception and Sports Assistant
	Rate of pay:	Age-related National Minimum Wage + 50p per hour
	Hours of Work	There are no set hours for this position. You will liaise with your line manager on a weekly basis whether you are required or available for work. The hours available will predominantly be in the evening/weekends.
	Location	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.
	Responsible To	Senior Business Administrative Officer
	Responsible For	Customers service and processing payments
	Contractual Status	Casual – as and when required.
2.	Overall purpose of the Job	<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 bookings 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>
3.	Duties and Responsibilities	<p>The post holder will be responsible and accountable for:</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, 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 & Safety at Work Act.</p> <p>A willingness to work off site in various school and community environments.</p>
4.	General	<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>

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>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>



	<p>Able to lift and move heavy objects safely.</p> <p>Working in a professional environment.</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>
Skills	<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>	
Qualifications	<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.

