

JOB DESCRIPTION

Title: Sports Administrator

Reports to: Sports Manager

Role Purpose:

To act as the first point of contact for telephone and email enquiries into the HPA office and ensure these queries are provided to the right person and responded to in a timely fashion.

To ensure the smooth running of processes required to run polo in the UK, primarily supporting the Sports Managers and Director of Sport. Additional tasks as required to support other members of HPA.

Specific responsibilities

Enquiries

Answer the phone in a professional manner and respond to simple queries. Take messages and ensure follow up for more complete responses if not able to respond directly.

Manage the enquiries e-mails, including (but not limited to):

- Responding promptly and politely to all emails (even if a holding response whilst fuller response is being created by others), providing good, positive customer service. Sending emails to the right people in HPA to pull together a fuller response if necessary. Ensure all emails are responded to.
- Receiving and managing CV forms, adding handicaps to members profiles if not contentious from the information provided on their CV.
- Rules test results, logging on members profile.
- Supporting Sport80 support tickets from members, providing simple explanations.

Domestic Tournaments

Working with clubs and sending them instructions for their domestic tournaments. Undertaking spot checks on club's team sheets to identify any players without a valid membership.

Checking Victor, and Victrix Ludorum and visa team checking – ensuring all players have adequate membership. Correct handicap and the teams fit with the team composition tournament conditions.

Supporting the team on additional administration tasks to support domestic tournaments.

Equine Passports

Processing equine passport applications from start to completion.

Supporting simple phone and email queries on equine passports.

Work Permits

Support the Sports Managers to ensure work permits are delivered using a robust process in an efficient and timely manner.

Additional duties

You may be asked to undertake additional duties as required to support the wider HPA team.

Person specification

Criteria	Essential	Desirable
Administration	• Excellent attention to detail • Experience in following processes accurately • Methodical in approach	
Knowledge, Experience and Education	• Experience of working in a team • Some knowledge of equestrian sports • Some knowledge of polo	• Good knowledge of polo • Knowledge of equine passports
Communication	• Good communication skills (written and verbal) • Experience of offering good customer service • Excellent telephone manner	
General	• Open, collaborative approach to working • Experience of working in an office environment • Good computer literacy (word, excel, MS Teams) and willingness to learn (with support) how to use new software • Can-do attitude, able to support wider team	

Additional Information

Role details

- The role is full time (35 hours per week) and is offered as a permanent contract.
- The salary offered is £20,000 + 10% contributory pension).
- 28 days holiday plus bank holidays.
- The role is based at the HPA offices at Little Coxwell. Some home working is possible depending on the nature of the work. Weekend working may sometimes be required (e.g. for events) but time off in lieu (TOIL) will be provided for each day or half day worked over a weekend.