



FOUNDATION



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Port Vale Foundation use the power of Port Vale Football Club *to create opportunities to engage, motivate and inspire people to improve their lives and their communities.*

We are a values led organisation and strive to live and breathe them each and every day. Our values are:

- **Passionate** – We are passionate about supporting the people of Stoke on Trent and Staffordshire to improve their lives and their communities
- **Collaborative** – We foster and develop innovative partnership with wide ranging organisations to maximise our impact and outcomes
- **Integrity** – We use a robust evidence base and proven practice to inform decisions, measure impact and sustain our activity
- **Inclusive** – We create opportunities for everyone from every background to take part in our programmes and have positive experiences, which lead them to fulfil their potential
- **Excellence** – We provide high quality experiences and support for participants, partners, professionals and staff
- **Proud** – We celebrate success and are visible to everyone, meaning we are valued by our club, our partners and our community.

In order to fulfil our mission, we are actively looking to contribute to local, regional and national priorities, using the Port Vale Football Club Foundation brand to positively impact on a range of agendas such as increasing sport and physical activity, improving health, increasing education standards and improving community cohesion.

To focus and influence the Port Vale FC Foundation in achieving our mission whilst supporting and tackling local priorities, our work is categorised under four core areas:

- Sport & Physical Activity
- Health & Well-being
- Education & Employability
- Community Engagement

Under each of our areas, we also identify a number of priorities for Port Vale FC Foundation Trust that are aligned to various local, regional and national plans and strategies – ensuring that our work contributes to the wider strategic context for Sport, Health, Education and Inclusion.

Role Profile – Senior Business Administrator

Role Reports to: Business Services Manager

Hours: 37.5 hours (fixed term) **Pay scale:** £20k - £24k (experience dependant)

The Role: Senior Business Administrator

Port Vale Foundation is an independent and registered charity. We use the power Port Vale Football Club to create opportunities through the power of the football club to engage, motivate and inspire people from all sections of our community, helping them to fulfill their potential.

To support the strategic growth and business sophistication of Port Vale FC Foundation, we are looking to appoint a highly motivated, skilled and passionate individual to become our Senior Business Administrator.

The Senior Business Administrator will support departments across the Port Vale Foundation in the successful delivery of their day to day activities, providing administrative support to our range of programmes. They will lead the Foundation's work in the delivery of club services including matchdays, fan zone and mascot packages.

They will be the lead point of contact for the club in any activity relating to the safety and security of Foundation owned facilities and provide day to day office management. The post-holder will form part of the Business Services team and have line management responsibility to the Business Administration function of the business.

Main Responsibilities and Accountabilities

- Day to day operational and administrative duties
- Ensure departments are appropriately supported to deliver high quality functioning programmes
- Deliver all Foundation match day related activity including mascots, family zone, match day experiences and half time games (requires weekends and Tuesday evening work)
- Co-ordinate player and Boomer appearances associated with Foundation activity
- Support the Business Services Manager with a system for the production, implementation and evaluation of critical business functions, including health and safety, safeguarding, equality and diversity, staff training and execution of quality assurance processes
- Ensure that the Foundation's structures, management processes and controls are operating effectively, and its policies and procedures are fully complied with on a day to day basis
- Any other reasonable duties and responsibilities which the Community manager / Head of community of the Foundation asks you to perform.

Key Skills & Experience

- Experience of planning and co-ordinating business functions and administrative duties
- Experience of front of house and reception based tasks
- The ability to work under own initiative and be pro-active in driving the organisation forward
- Flexible to work all matchdays – Saturdays and Tuesday evenings predominantly
- Proficiency with Microsoft Office package and excellent IT skills
- Excellent verbal and written communication skills
- Outstanding attention to detail
- Strong time and task management skills
- Excellent business administration skills
- Proficient in handling and analysing data
- Excellent written and spoken English
- Drive to provide high levels of customer satisfaction
- Familiar with online booking, HR and other similar administrative digital tools

General

- Demonstrate the values of Port Vale Foundation at all times and adhere to all policies and procedures in the employee handbook

- To be aware of and comply with current Health and Safety Regulations and the Foundations Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
- To undertake any appropriate training as required.
- To maintain awareness of risks and feed these into the formal risk management process and to control the risks inherent in your job and report any risk concerns to your manager.
- To be aware of and adhere to the Foundations codes of conducts.
- To undertake any other duties that may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post.
- To be aware of our Company Policies and Procedures which may be updated from time to time; to ensure that your actions and behavior are consistent with and champion the requirements of those policies and procedures at all times.

Person Specification – Business Services Manager

	Essential/Desirable	How Assessed
Relevant Experience		
Previous experience in working in a team	Essential	Interview/Application
Experience in delivering high quality business systems and developing processes	Essential	Interview/Application
Previous Experience of running events, planning and organizing activities	Essential	Interview/Application
Previous Experience of managing internal and external relationships with various stakeholders	Essential	Interview/Application
Experience of office and facility management	Desirable	Interview/Application
Formal Academic Qualifications		
GCSE Maths and English C+	Essential	Application
Management Qualification Level 3	Desirable	Application
Further Education around Business Development	Desirable	Application
Degree in a Business Development or related subject	Desirable	Application
Vocational Qualifications and Training		
Nationally recognized qualification in business management or facilities management	Essential	Certificates/Interview
First Aid & Safeguarding Certificates	Essential	Certificates/Interview
Enhanced DBS Check	Essential	Certificates/Interview
Mental Health First Aid	Desirable	Certificates/Interview
Health & Safety at Work	Desirable	Certificates/Interview
Specialist Knowledge		
Knowledge of financial operations software and systems	Essential	Certificates/Interview
Knowledge of online booking systems	Essential	Certificates/Interview
Knowledge of data collection systems	Desirable	Certificates/Interview
Job Related Skills and Abilities		
Be able to communicate effectively with participants, customers, visitors and staff	Essential	Interview
Good IT Skills, including word processing, spreadsheets and databases	Essential	Interview
Ability to deliver KPIs against project plans on time and within budget	Essential	Interview

Ability to work under own initiative and be pro-active in driving the organisation forward	Essential	Interview
Physical Requirements and Personal Attributes		
To represent Port Vale Foundation in a professional manner at all times; to include dress, presentation, hygiene, attitude, conduct and professionalism	Essential	Interview/References
Enthusiasm for the job	Essential	Interview
A positive attitude towards professional development and their own learning	Desirable	Interview
Creative in problem solving situations together with a willingness to take on or try new approaches and ideas	Desirable	Interview
Special Working Conditions		
Have a clean enhanced DBS check.	Essential	Interview
Hold a valid full, clean UK Driving licence.	Essential	Interview
Required to work evenings and weekends and occasional match days when requested.	Essential	Interview
Reliable approach to working hours	Essential	Interview/References

If you would like to apply for this role please complete an application form that can be found at www.portvalefoundation.co.uk/job-vacancies

Email the completed application form to foundation.trust@port-vale.co.uk or you can send it by post to:

**Job Vacancies
Port Vale Foundation
Vale Park
Hamil Road, Burslem
Stoke-on-Trent, ST6 1AW**

If you require any more information, please call us on 01782 757066.