

### **Kickstart Scheme jobs template**

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<b>Kickstart Scheme Application ID</b> (10 characters beginning with KS)	
<b>Job vacancy title</b>	Commercial Administration Assistant
<b>Company name</b>	Morecambe FC Community Sports
<b>Company postcode</b>	LA4 4TB

## **Job summary**

To assist the Commercial Manager and Events Manager in dealing with customers to help maximise sales and presenting an excellent image of Morecambe FC & Community Sports.

### **Main responsibilities**

To be familiar with commercial administration.

To assist the Commercial Manager with organising commercial activations.

To assist the Commercial Manager organising matchday commercial preparation.

To take incoming phone calls and email enquiries, and coordinate with relevant departments where appropriate.

To assist with the administration of events held at the Mazuma Stadium.

To work all matchdays and assist in creating a great customer experience.

To work with volunteers and other members of staff to deliver excellent customer service to all customers.

Making full use of the training, development and accreditation opportunities.

Actively participates in team meetings.

Supports other team members.

Work and behaves in accordance with all policies and procedures.

## **Essential skills, experience and qualifications**

**Experience/Knowledge****Essential**

- A willingness to learn and develop as an individual, through CPD
- A passion for the work of the foundation and club
- A excellent knowledge of Office 365 application
- A good customer manner
- Able to work on matchdays (including evenings) and at other events outside of normal office hours

**Desireable**

- Access to a vehicle (full driving license)
- Experience of working in an environment where customer service was important
- Experience of working in a team
- Clear understanding of and commitment to delivering exceptional customer service
- Excellent verbal and written communication skills
- An ability to adapt quickly, be flexible in the face of change and solution orientated
- Excellent organisational and time management skills
- The ability to communicate concisely, assertively and effectively with various professional disciplines and at all levels of an organisation
- Accuracy and attention to detail

<b>Hours per week</b>	25
<b>Working pattern</b>	Working days will include evening and weekend matchdays. To be discussed with applicant.
<b>Hourly rate of pay</b>	National Minimum Wage

**Employability support****Training and development**

Access to a learning programme specific to the Commercial & Events sector, and support to gain the skills and experience needed to undertake all duties required within this environment.

Opportunity to work with a member of the Commercial & Events support teams on relevant projects or tasks depending on your interests.

Kickstart participants will receive the same level of support as any other member of staff at the Club/Community Foundation. This will include, but not be limited to;

- Needs analysis, looking at areas the individual will want to develop and improve
- CPD undertaken as a mandatory element, including Safeguarding, but also awards and qualifications linked to the NCS programme
- Regular reviews with manager
- Appraisal after 3 months

- Mentor sessions
- Induction

**If your vacancies are in more than one location, please complete a separate row for each**

Where is this job based?	No of jobs at this location	When do you want to start advertising this job?	Maximum number of referrals you wish to receive per job	Is public transport available to this location?	Full address and postcode of the job location	Contact name, email and phone number for this job	Closing date for applications	How to apply	Anticipated start date for this job
<b>Morecambe FC</b>	<b>2</b>	<b>Asap</b>	<b>20</b>	<b>Yes</b>	<b>Morecambe FC, Mazuma Stadium, Christie Way, LA4 4TB</b>		<b>31<sup>st</sup> August 2021 or once filled</b>	<b>Via Job Centre</b>	