



Morecambe Football Club are on the lookout for a new Reception & Administration Assistant. The successful candidate will deliver a high-quality reception service to the Mazuma Stadium and Morecambe Football Club through the effective delivery of all receptionist customer focused, administrative duties and procedures. The role will involve matchday work, which is usually a Saturday and Tuesday evening. The role will be permanent and full time. All those who join the team will benefit from access to exclusive club events and ongoing training and development opportunities.! If this is of interest to you, please refer to the below job description and complete our application form, returning this along with your CV to recruitment@morecambefc.com

JOB DESCRIPTION

REF - MFCRAA1 – 07/21

Morecambe FC - Reception & Administration Assistant	
Department	Office
Reports to	General Manager
Contract	Full time, permanent
Full terms of agreement	To be discussed upon successful application
Hours of work	38 hours, 5 days over 7 with evening, weekend and bank-holidays required
Remuneration	Based upon experience
Holiday entitlement	To be discussed
Key internal relationships	Operations Manager, General Manager, Commercial Manager, Event Coordinator, Club Shop, Ticket Office, Board of Directors
Purpose of the role	To deliver a high-quality reception service to the Mazuma Stadium and Morecambe Football Club through the effective delivery of all receptionist customer focused, administrative duties and procedures
Key Tasks & Responsibilities	<ul style="list-style-type: none"> - Ensure all supporters, contractors and customers are always welcomed in a friendly and professional manner - Anticipate customer needs whenever possible to enhance the customer journey and experience - To operate the telephone system in a professional and efficient manner, using the correct protocol - To greet and direct customers attending events and matches at the Mazuma Stadium in a polite, prompt and efficient manner - To ensure all staff and contractors follow the correct signing in/signing out procedures – including any COVID protocols

	<ul style="list-style-type: none">- To handle and distribute incoming and outgoing post and deliveries- Complete administrative duties for the Operations Manager, Commercial Manager & Events Coordinator- Liaise with staff on-site at the Mazuma Stadium to create and distribute a weekly rota- Ensure the internal contact sheet is kept up-to date and distributed to all staff
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PERSONAL SPECIFICATION

		Essential	Desirable
Knowledge & Experience			
	<ul style="list-style-type: none"> A good standard of education including a high standard of written and verbal communication 	✓	
	<ul style="list-style-type: none"> Experience of working as a receptionist 		✓
	<ul style="list-style-type: none"> Experience of working with the general public, face to face and on the telephone 	✓	
	<ul style="list-style-type: none"> Previous experience of coping effectively with multiple tasks and prioritising own workload 	✓	
	<ul style="list-style-type: none"> IT literate skills, with the ability to use the full Microsoft Office package 	✓	
	<ul style="list-style-type: none"> Track record delivering quality customer service and client satisfaction. 	✓	
	<ul style="list-style-type: none"> Ability to work flexibly across a 5-day working week including evening, weekends and bank holidays 	✓	
Personal Qualities & Skills			
	Interpersonal skills – must be a consistent team performer and able to forge excellent working relationships	✓	
	Have a polite and courteous manner and a personable approach	✓	
	Energetic and forward thinking	✓	
	Can offer solutions to problems, using initiative and common sense	✓	
	Willing to work in high pressure situations	✓	
	Confident, positive and happy speaking/interacting with people	✓	
	Be organised and have good time management skills	✓	
	Reliable and dependable at all times	✓	
	Honest, reliable and trustworthy	✓	
Safeguarding			
	To have due regard for safeguarding and child protection policies, including the welfare of children and young people	✓	
	All Employees are subject to DBS checks, with our safeguarding officer	✓	
Other			
	A willingness to learn and develop as an individual through CPD	✓	
	Applicants must be over the age of 18	✓	

The Employee must act to protect all young people and vulnerable adults that are in their care, following the Club's Safeguarding and Child Protection Policy at all times. The Employee must report any misconduct or suspected misconduct to the Safeguarding Manager.

The Employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, Employee and customers.

The above Role Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Club.

