

**Morecambe Football Club are on the lookout for a new Business Administration Apprentice.** **The successful candidate will deliver a high-quality administration 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 a apprenticeship 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**

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| **Morecambe FC -**   **Business Administration Apprentice**  |
| **Department** | **Commercial** |
| **Reports to** | **Head of Commercial** |
| **Contract** | **Apprenticeship**  |
| **Full terms of agreement** | **To be discussed upon successful application** |
| **Hours of work** | **37.5 hours, 5 days over 7 with evening, weekend and bank-holidays required** |
| **Remuneration** | **National Apprenticeship Wage** |
| **Holiday entitlement** | **28 days inclusive of Bank Holidays** |
| **Key internal relationships** | **Head of Commercial, Ticket Office Manager, Board of Directors, Retail & Ticketing Assistant** |
| **Purpose of the role** | **To deliver a high-quality service to all who attend the Mazuma Stadium. To ensure that administrative tasks are done on time and efficiently. To ensure supporter requirements are met including ticketing, and retail purchases are also actioned.**  |
| **Key Tasks &** **Responsibilities** | * **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**
* **To handle and distribute incoming and outgoing post and deliveries**
* **Liaise with staff on-site at the Mazuma Stadium to create and distribute a weekly rota**
* **Cover in other areas of the department including retail & ticketing**
* **Ensure customer data is collected and recorded within the CRM and to work to proactively develop the CRM**
* **Become well versed with the ticketing platform**
* **Learn how to operate the Shopify retail system**
* **Work flexibly and outside normal working hours as and when required to meet the needs of Morecambe FC**
* **Provide outstanding customer service to each and every customer**
* **Ensure the internal contact sheet is kept up-to date and distributed to all staff**
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**Morecambe FC**

 **PERSONAL SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Knowledge & Experience** |
|  | * **A good standard of education including a high standard of written and verbal communication**
 | **✓** |  |
|  | * **Experience of working on a reception**
 |  | **✓** |
|  | * **Experience of working with the general public, face to face and on the telephone**
 |  | **✓** |
|  | * **Previous experience of coping effectively with multiple tasks and prioritising own workload**
 | **✓** |  |
|  | * **IT literate skills, with the ability to use the full Microsoft Office package**
 | **✓** |  |
|  | * **Track record delivering quality customer service and client satisfaction.**
 |  | **✓** |
|  | * **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 16** | **✓** |  |

The Employee must at all times carry out his/her responsibilities with due regard to Morecambe FC policies and procedures.

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.