



**Facilities Directorate  
Commercial and Campus Support Services  
Sport and Physical Activity**

**Office and Bookings Administrator**

Working as part of a small team, you will be responsible for providing comprehensive and efficient administrative support at 'The Edge' sports facility at the University of Leeds. Acting as the first point of contact to the Sport and Physical Activity office, you will provide visitors with a professional front of house service and also manage customer enquiries. Working alongside the Senior Office Administrator and Senior Bookings Officer, you will provide support to the Senior Management team and staff across the service and ensure the efficient operation of the office.

With a commitment to providing exceptional customer service, you will have demonstrable experience working in a customer focussed environment, with demonstrable administrative and clerical experience. You will have excellent communication skills, with the ability to effectively communicate with a diverse customer base and have the ability to develop effective relationships and persuade and negotiate with others. With excellent planning, organising and prioritising skills, you will have the ability to work effectively with others and work under pressure during challenging situations and resolve a variety of problems.

This role will predominantly be based at the University Campus and is required for 35 hours per week. Your typical hours of work will be between the hours of 9am to 5pm, Monday to Friday; however as part of this role, you will be required to provide support on events held during evenings and weekends. You may also be required to work on occasion at any of our other University sport facilities.

**University Grade 3 (£16,017 - £17,703 p.a.)**

**Informal enquiries may be made to Sally Popplewell, (Senior Office Administrator), tel +44 (0)113 343 9151, email [s.a.popplewell@leeds.ac.uk](mailto:s.a.popplewell@leeds.ac.uk)**

**Ref: FDCCS1023**

**Click here for further information about working at the University of Leeds  
[www.leeds.ac.uk/info/20025/university\\_jobs](http://www.leeds.ac.uk/info/20025/university_jobs)**

## **Job Description**

**Responsible to: Head of Sport**

**Reports to: Senior Office Administrator and Senior Bookings Officer**

### **Main duties and responsibilities**

#### **Office Administration**

- To contribute to the delivery of the core sports administrative functions of the service, including managing the general email service, maintaining filing systems, databases and records and photocopying.
- To undertake office administration duties including managing customer enquiries and comments, staff suggestions, managing stationery supplies, efficiency of equipment and maintaining a tidy office and meeting room area.
- To assist with the booking of meetings, venues and catering requirements for events; creating and distributing information, maintaining attendee lists and ensuring events run efficiently on the day.
- To sort, distribute and handle incoming correspondence in a timely and efficient manner.
- To be responsible for the recording of holiday and absence leave for all staff.
- To provide a professional front of house service for the Senior Management Team, greeting visitors and providing refreshments as appropriate.
- To provide clerical support for the Senior Management Team as required and to support the Senior Office Administrator in the servicing of meetings; taking minutes and ensuring agendas, minutes and supporting papers are distributed in a timely manner.
- To contribute to staff recruitment processes, including the distribution of application packs and arranging interviews.
- To assist in the distribution of uniform and the maintenance of uniform records.

#### **Bookings Administration**

- To support the Senior Bookings Officer to undertake the administration, coordination and management of all bookings and enquiries for on and off campus facilities.
- To undertake administration duties associated with the bookings of the facilities, including arrangements for payment/invoicing, goods receipting and use of the SAP system.
- To manage day-to-day procedures including payment and delivery/cancellations.
- To assist with the administration of our two University Outdoor Centres, including taking bookings, providing information to groups prior to departure and providing assistance in the organisation and maintenance of the Centres.

- To work collaboratively with the Outdoor Centres Administrator to enable effective utilisation of the Centres.
- To assist Sports Park Weetwood Operational Team with administrative tasks including booking attendance and liaising with ground staff.
- To oversee the block booking process, including enquiries, confirmations, and renewals and invoicing.

### **Additional Duties**

- To attend meetings and forums to contribute to the development of the service as required.
- To work within and ensure adherence to the University and Sport and Physical Activity Health and Safety and Equality and Diversity policies.
- To work to provide an excellent customer service by adhering to the service standards and values.
- Any other duties as may reasonably be required, consistent with the grade of the post.

### **Career Expectations**

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - <http://jobs.leeds.ac.uk> - to allow staff to apply for wider career development opportunities.

### **University Values**

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>

### **Commercial and Campus Support Services Values**

Aligned to the University's values and standards, Commercial and Campus Support Services have defined four core values that capture the essence of what we represent as a team. More information about Commercial and Campus Support Services vision, culture and values is available at <http://commercialservices.leeds.ac.uk/about-us/>

## **Person Specification**

### **Essential**

- Demonstrable experience working in a customer focussed environment, with a commitment to providing exceptional customer service.
- Demonstrable administrative and clerical experience, with experience of working in a busy office environment.
- Excellent verbal and written communication skills, with the ability to effectively communicate with a diverse customer base (face-to-face, telephone and email).
- Excellent interpersonal skills with the ability to develop effective relationships.
- Excellent planning, organising and prioritising skills.
- Ability to work responsibly on own initiative as well as in a team across departments.
- Excellent literacy and numeracy skills, with the ability to work accurately, with high attention to detail.
- Computer literate in the use of Microsoft Office, (including Word, Excel and Outlook).
- Commitment to driving continuous service improvements.
- Commitment to demonstrate behaviours in line with the values of Commercial Services and the University.

### **Desirable**

- Educated to GCSE level with a minimum of Mathematics and English Language at grade C or above (or equivalent).
- Experience of working in a similar role within the sport and leisure industry.
- Experience of using a Leisure Management System.
- Experience of minute taking.
- Experience working in Higher Education.

## **Additional Information**

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at [www.leeds.ac.uk/hr](http://www.leeds.ac.uk/hr)

## **The Partnership**

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

## **Disclosure and Barring Service**

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## **Disabled Applicants**

The post is located in The Edge - Sport and Physical Activity Office. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk) or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

**Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.**