



Office Administrator
Malton & Norton Golf Club
Part-time, Permanent

JOB PURPOSE

As part of the management and administration function of Malton & Norton Golf Club you will be required to provide high quality flexible and competent support to the General Manager and Golf Club through provision of administrative, clerical, financial and other supportive functions.

Also support the high-level delivery of excellent service to the Board of Directors and Club Members as part of a busy team, ensuring work is completed within agreed standards and time frames.

MAIN DUTIES

To work within the management and administrative area providing support across a variety of administrative, financial and clerical functions.

Tasks can include:

- Supporting the General Manager in the answering of all types of enquires including telephone calls /emails from Club staff and members/members guests, other golf clubs, golf societies, companies providing services to the golf club, etc.
- Involvement in maintaining the Clubs member and visitor booking system
- Administrative matters delegated by the General Manager
- Assisting with the development of the Club's Social Media and Marketing Strategies and update of the Club's website
- Support of the financial function in specific areas such as annual subscriptions renewal period and control of financial systems
- Undertaking financial support including sales and other payments in accordance with relevant financial regulations
- Production of management information
- Research and collation of performance and other information.
- To assist with small team operations through planning, allocating and evaluation of own work and other team members.
- To assist with day to day operations of Malton & Norton Golf Club
- Use problem solving skills to achieve successful administration of tasks.



. Support consistently changing requirements and deadlines anticipate such changes and plan / take appropriate actions.

. To operate various Malton & Norton Golf Club computer systems accurately and within defined areas of responsibility, whilst complying with all Golf Club policies.

. To apply Malton & Norton Golf Club Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data in accordance with GDPR standards.

. To ensure the smooth operation of the team office through workload management, supporting outcomes, rotas, etc and ensuring cover compliance as and when required.

. To provide a quality customer service to both internal and external people / organisations.

Keep up to date and comply with all relevant legislation, Malton & Norton Golf Club procedures and policies to uphold standards of best practice.

KNOWLEDGE AND SKILLS

- Maths and English GCSE passes at Grade C A or above or equivalent.
- Experience of MS Office: Word, Excel as a minimum.
- Some knowledge and application of financial systems and financial/accountancy systems such as SAGE.
- Understanding of how to provide excellent customer service.
- Experience in dealing with the public either face to face, telephone, written capacity.
- Is thorough and pays attention to detail.
- Demonstrating problem solving capabilities
- Working on own initiative
- Ability to manage own time and workload
- Good written and verbal skills
- Flexibility and a responsible approach to work
- Ability to respond positively to change
- Experience of Data entry
- Experience in Minute Taking
- Willingness to learn and progress and undertaken
- An awareness of Health and Safety within the workplace
- An awareness of Data Protection within the workplace
- Ability to respond quickly and positively to changing priorities
- Ability to provide practical support to colleagues
- Awareness and adherence of Financial Regulations



Benefits:

On-site parking

Part-time hours: 20-25 per week

Application deadline: 01/09/2020

Job Type:

Part-time, Permanent

Schedule:

5 Day a week, starting at 9am – there is some flexibility to the schedule

Experience:

Office : 1 year (Essential)

Administrative Duties:

Carrying out requests from management as needed

Answering emails and sorting post

Answering phone calls and transferring them as necessary

Managing website functions and social media

Greeting and welcoming visitors