

## **HORSHAM SPORTS CLUB**

### **OFFICE COORDINATOR**

**(full-time 35 hours per week usually worked Monday to Friday 9am – 5pm)**

Horsham Sports Club is a not-for-profit sports club established in 1851. The Club is situated in Cricketfield Road, Horsham and has four constituent sports sections (Cricket, Hockey, Squash and Tennis), plus a thriving social section. We currently have eight permanent employees across the clubhouse and bar, grounds team and office, and a team of casual bar staff working a variety of shifts. Our Chairman and Management Committee is made up of a number of dedicated volunteers.

Reporting to the Club Chairman the role of Office Coordinator is an essential function acting as the main point of contact between Horsham Sports Club, its members, the Management Committee, the public and external contractors.

The Office Coordinator will have day to day responsibility for the running of the office, facilities and health and safety management, and will act as the first point of contact for club room and event hires. You will be required to work closely with the Management Committee, Finance, the Club and Bar Manager and staff, the Membership Coordinator and Communications and PR.

The role will include, but is not limited to:

- Managing the day-to-day operations of the club office; including opening up, reception, diary management, telephone and face to face enquiries and handling issues that may arise.
- Handling booking enquiries and directing these to the appropriate person where necessary, liaising with bar and catering staff.
- Processing payments for hirings and membership.
- Showing prospective new members and hirers all club facilities.
- Answer questions regarding membership options and pricing.
- Supporting club events and regular bookings.
- Sending bulk email communications to sports sections and members.
- Directing visiting cricketers, tennis and squash players to the appropriate facilities.
- Facilities management; including cleaning and other service contracts and essential and routine maintenance requirements.
- Overseeing Health & Safety, First Aid and Fire Risk Compliance and training; maintaining up to date records, carrying out fire alarm testing and fire drills.
- Maintain up to date with Health & Safety and Fire Risk legislation; amend policies and procedures as required.
- Management of annual club insurance policy renewals, ensuring adequate cover and value for money.
- Ensuring HSC compliance with GDPR regulations.
- Placing orders for equipment and stock, office, cleaning and toilet supplies.
- Taking in deliveries for office, sports sections and bar.
- Management of car parking permit scheme.
- Working closely with the Club Secretary, the production of office reports for Management Committee meetings, and preparation of paperwork for the Annual General Meetings.

- General filing and administrative duties.
- With appropriate training learn additional office duties to enable cover for other areas of the business as and when required.

**Skills Required:**

- Excellent organisation and communication skills.
- Strong customer service.
- Good attention to detail.
- Ability to act on your own initiative and manage multiple tasks.
- Works well as part of a team.
- Computer literate with a good working knowledge of MS Office (Excel, Word, Outlook).
- Experience of databases and Mailchimp desirable.
- Experience or knowledge of working in a sports club environment would be an advantage.

**Benefits:**

- Workplace Pension with NEST Pensions
- Flexible working
- 22 days holidays (pro rata) plus bank holidays
- Free Social Membership
- Free on-site parking

**Must have permission to work in the UK.**