

Job Title	Administrator
Post Type	Full Time – Part time position
Reports To	Head of Administration
Closing Date	10/08/2024

All applications to be emailed to recruitment.sportandfitness@ucd.ie with an appropriate cover letter and CV, subject line to be “ Full time Administration”. Short listing will apply.

Position Summary

UCD Campus Sport and Leisure Limited are seeking to recruit a suitably qualified *Administrator*. We are looking for an organized Administrator to manage all administrative tasks relating to our UCD Sport clubs, UCD students and member’s activities. To be successful you must be able to multitask and plan ahead to ensure that all administrative needs are met on time.

Primary Duties and Responsibilities

- Reporting to the Administration Manager and carry out duties and tasks as directed.
- Complete membership paperwork daily to ensure all members accounts are updated accurately.
- Complete weekly/monthly admin tasks as per checklists
- Ensuring bookings for all University Sports Clubs are accurate and up to date on the system.
- Ensuring sports facilities bookings for all external customers are accurate and up to date on the system.
- Work closely with the finance department to ensure customer account balances are correct, settled promptly particularly in relation to 6-month block bookings.
- Responding to customer queries, complaints in a prompt manner.
- Work in partnership with duty managers and all other teams in the business. Assist with reception staff when needed.
- Resolving system issues related to software used.
- Ensuring Terms and Conditions for operating are kept up to date and are compliant with legislation.
- Operate within the company’s data protection and child protection policies.
- Your area of work and/or specific responsibilities may be altered from time to time by your line manager as circumstances dictate.
- Work with the UCD Campus Sport and Leisure team to deliver support across the entire suite of services operated by UCD Campus Sport and Leisure Ltd and UCD Student Services.
- Liaising and assisting with a multi-stakeholder environment to ensure sports facilities balance of use between UCD students, UCD clubs and public.

Selection Criteria

Mandatory

- Time Management skills
- Very strong interpersonal and communication skills
- Excellent administration and organisation skills,
- Keen attention to detail

- Self-motivated and flexible
- Ability to multi-task and work on own initiative
- Ability to work under pressure
- Prioritise the most important jobs
- Proficient computer skills including Microsoft Office (Word, PowerPoint & Excel)
- Proven experience dealing with varied customer demographics. Excellent customer service skills
- Ability to speak and write the English fluently
- Proven ability to lead a team and to delegate

Desirable

- Previous experience in a similar position
- Ability to communicate to a diverse customer range in a friendly and professional manner
- Examples of multi-task and work to own initiative
- IT and technical support abilities

Further Information for Candidates

Informal Enquiries

Name:	Sarah O'Neill
Title:	Administration Manager
Email address:	Sarah.oneill1@ucd.ie
Telephone:	(01)716 3814

About the Company

UCD Campus Sport and Leisure Limited is a wholly owned subsidiary company of University College Dublin, National University of Ireland, Dublin. Trading as UCD Sport & Fitness, the company operates the UCD Student Centre(s) and UCD Sport and Fitness on the UCD Campus in Belfield. The Student Centre(s) are purpose built student facilities consisting of a 50 Metre Olympic Pool, Gymnasium, Meeting Rooms, Cinema, Debating Chamber, Theatre, Health Centre, Student Bar, Pharmacy, Large Event Hall, Cafes, Newsagent and numerous meeting rooms. The company is primarily focussed on the student market whilst maintaining a strong commercial element. For further information, please see the links below:

<http://www.ucd.ie/studentcentre/>

<http://www.ucd.ie/sportandfitness/>