



# Role Profile

## Business Support Administrator

### Role Reports To: Head of Foundation

**Role Purpose:** The Business Support Administrator will play a key role in delivering an effective and efficient day-to-day operation for staff across the Aston Villa Foundation.

Duties will include supporting finance and HR processes, assisting the senior management team with administrative functions, as well as supporting the execution of events and projects on behalf of Aston Villa Football Club and the Aston Villa Foundation.

### Main Responsibilities and Accountabilities

- Act as a first point of telephone and email enquiries regarding the work of the Aston Villa Foundation
- Liaise with Head of Safeguarding and HR department to ensure all central records are effectively maintained (for example staff contracts, CPD, holiday and lieu requests, inductions)
- Support the induction process for new staff and volunteers and maintain a central staff record
- Oversee central diaries including internal facility bookings and annual leave calendar
- Support the fundraising and events officer in dealing with charitable requests to Aston Villa Football Club and the Aston Villa Foundation,
- Support the execution of an annual calendar of events including match day campaigns, AVFC content days and Celebration of Life event
- Oversee the ordering and distribution of AVFC kit and equipment to Foundation staff as and when required
- Support with inputting of information on Foundation activities (e.g. holiday courses, coaching centres) in to the online ticketing system and in to the Views monitoring and evaluations system
- Provide administrative support and organisational assistance for the Head of Foundation where required
- Work alongside AVFC accounts team to ensure all financial processes and procedures are adhered to, including responsibility for raising invoices, purchase orders and invoice requisition
- Manage part-time staff timesheet process across assigned departments and communicate clearly with staff and internal payroll
- Take responsibility on your sessions and activities for critical business functions such as human resources, health and safety, safeguarding, and equality and diversity ensuring compliance with Aston Villa Foundation policies, legislation and best practice
- Any other reasonable duties and responsibilities which your manager or another senior officer of the Foundation asks you to perform

### Key Skills & Experience

- Experience in an administrative role in an office environment
- Experience in a customer-facing environment
- Flexible to work evenings and weekends on occasion
- Proficiency with Microsoft Office package and excellent IT skills
- Excellent verbal and written communication skills
- Strong people and customer service skills
- Outstanding attention to detail
- Strong time and task management skills

*Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.*