# Watford FC’s Community Sports & Education Trust

# Job Profile

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| Job Title | Business Support Officer | Date Prepared | November 2020 |
| Job Holder |  | Review Date |  |
| Reporting to | Community Director | Grade | Officer |
| Direct reports | N/A | Salary |  |
| Location | Watford FC, Vicarage Road Stadium | | |

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| **Job Profile Summary:** |
| The Business Support Officer will provide comprehensive and high-quality support, ensuring that the Trust’s business support needs are met in a professional, effective, and efficient manner. |
| **Main Responsibilities:** |
| * Providing proactive administrative and broader business support to the senior leadership team. * Managing and maintaining the Trust’s systems and databases (HR/Administration) and supporting staff with our Coach Management system, ensuring that all documentation is up to date. * Helping to compile evidence for audits relating to governance, quality assurance and equality, diversity, and inclusion. * Organising and managing elements of the recruitment of staff such as advertising, shortlisting, corresponding with applicants and sending out casual workers contracts. * Ensuring that all recruitment processes and procedures are consistently followed. * Running the induction process for new staff, as well as exit interviews for leavers. * Ensuring new joiner documents are recorded and monitored on appropriate systems and that accurate information is shared with finance staff to assist with our payroll function. * Overseeing staff records in relation to annual leave, sickness, PDR’s, etc. * Overseeing the Trust training directory and updating the staff training log. * Providing feedback and recommendations on the Trust’s business support services, processes, and procedures, to improve the Trust’s operational effectiveness. * Developing and maintaining positive working relationships with colleagues, including working closely with staff in the Club’s HR department. * Communicating with members of the public on a range of matters, providing high quality customer service. |

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| **The Job Holder has a responsibility to...** |
| * To actively demonstrate and promote the Trust’s core values through your work. * Develop understanding of and a commitment to equal opportunities, both in the workplace and the wider community. * Ensure that when involved in any Trust activities that the **Safeguarding** of participants is at the heart of the process and that safeguarding policies and procedures are being adhered to at all times. * Undertake professional development opportunities as deemed appropriate. * Adhere to the Trust’s policies and procedures. * Contribute to the development of a culture of continuous improvement within the Trust. * To work in partnership with all the Club’s departments on community initiatives as identified by the Community Director and Board of Trustees. * To actively promote the Trust in a positive and professional manner at all times. * To undertake any other duties which might reasonably be deemed within the status of the job and appropriate to the post.   The details contained in this job profile, particularly the accountabilities, reflect the job content at the date the job profile was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost and other duties gained without changing the general nature of the duties or the level of responsibility entailed.  Consequently, Watford FC’s Community Sports & Education Trust will expect to revise this job profile from time to time and will consult regarding such revisions with the post holder at the appropriate time. |

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| Person Specification |
| |  |  |  | | --- | --- | --- | | **Criteria** | **‘Must Have’ (Essential)** | **‘Ideally Have’ (Desirable)** | | **Qualifications** |  | * A relevant accredited qualification in business administration. * Current in-date Safeguarding and First Aid qualifications (or be willing to undertake) | | **Knowledge and Experiences** | * Significant experience in a Business Administration role, providing support services for an organisation. * Experience of supporting with end to end recruitment of staff including sitting on interview panels. * Experience of managing HR/Administration systems or databases to maintain personnel information. * Proven experience of handling personal data confidentially, in line with GDPR Regulations. * Good working knowledge of organisational processes and procedures. * Experience of working under pressure, meeting deadlines and prioritising workload. |  | | **Other** | * Excellent communication and inter-personal skills to enhance working relationships both internally and externally. * Excellent IT skills (Microsoft Word, Excel, and PowerPoint) for data management, planning and reporting purposes. * Attention to detail and accuracy in   completing tasks.   * A full and valid UK Driving Licence and access to a vehicle, due to the demands of the role. |  | |
| **Competencies** |
| **The successful candidate will be able to demonstrate the following competencies:**  **Changing and Improving**  People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it is about learning from what has worked well and what has not, being open to change and improvement, and working in ‘smarter’, more focused ways. For managers, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve our ways of working and the quality of the service we deliver, making use of cost-effective models.  **Leadership and Communicating**  For everyone effectiveness in this area is about showing our pride and passion for the Trust, communicating purpose and direction with clarity, integrity, and enthusiasm. It is about championing difference and external experience and supporting principles of fairness of opportunity for all. For managers, it is about being visible, establishing a strong direction and persuasive future vision, managing, and engaging with people in a straightforward, truthful, and candid way.  **Collaboration and Partnership**  People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people inside and outside the Trust, whilst having the confidence to challenge assumptions. For managers, it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.  **Building Capability**  Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it is being open to learning, about keeping one’s own knowledge and skill set current and evolving. For managers, it is about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It is also about creating a learning and knowledge culture across the organisation to inform future plans and continuous improvement  **Delivering at Pace**  People who can Deliver at Pace are focused on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For managers, it is about building a performance culture where staff are given the space, authority, and support to deliver outcomes. It is also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly. |

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| **One Club Responsibilities** |
| **Health and Safety**   * To take responsibility for your own health, safety and welfare, ensuring compliance with WFC’s Health and Safety Policy, procedures and safe systems of work.   **Training & Development**   * To undertake all reasonable training, learning and development activity designed to support you in your role.   **Diversity and Equality**   * To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with WFC’s Equal Opportunities Policy. |

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| **Job Profile Agreement** | |
| Job Holders Signature: | Date: |
| Managers Signature: | Date: |