



Membership Services Administrator (6mth FTC)

England Athletics is the membership and development body for grassroots athletics and running clubs in England. Our mission is to grow opportunities for everyone to experience athletics and running, to enable them to reach their full potential. Our sport is growing, it is attracting new participants and we need to ensure we have the capacity to deliver attractive and appropriate experiences for athletes and runners in clubs, groups, competitions and events.

Our member clubs are at the heart of everything that England Athletics does. They all provide different and important athletics and running experiences and are driven by passionate, dedicated volunteers. Like those volunteers, we believe that being part of an organised community makes people more likely to continue in our sport and more likely to return if they drop out. We want to support our member clubs to increase the performance levels of their members, whatever their ability, and to help people achieve their full potential. This will, we believe, ensure all participants in our sport can achieve their goals and will ultimately result in English athletes competing for medals at the highest level. We also know that to maintain a good network of facilities we need more people accessing them more often, creating sustainability and securing their use for Athletics in the future.

The **Membership Service Administrator** will professionally and effectively handle first line response to in-bound telephone calls and emails in line with protocols communicated by the Membership Services Manager and act as the departmental expert specifically in the areas of Run Britain and maintain a good working knowledge of all areas handled by the team.

The successful candidate should possess excellent knowledge and experience in administrative support of events and/or coach/officials/teacher education programmes and the annual cycle of activity surrounding the affiliation calendar preferably gained within athletics. Experience of working with databases to process information and excellent interpersonal and customer service skills is essential.

This is a Fixed Term Contract for a period of 6 months.

To apply for this post, please visit our website www.EnglandAthletics.org under the 'About Us' section.

Closing date for applications is midday on **Wednesday 30th October**. Interviews will be held on **Wednesday 13th November**.

England Athletics is an equal opportunities employer who actively encourages applications from suitably qualified and experienced candidates regardless of your gender, gender identity, sexuality, ethnicity, disability, age, religion or belief, parenting, caring or marital status. We recognise the potential that every individual brings.