

League Administrator - London

Overview

Try Tag Rugby puts community and passion at the forefront of its customer experience as the UK's leading Tag Rugby organisation. We provide people across the country with the opportunity to engage in one of the most exciting, mixed-gender, mixed-ability sports. After more than a decade running leagues in London, we are looking for someone with a love of sport and customer service to join our London team.

The Organisation

Formed in August 2009 to service the demand for adult Tag Rugby throughout the UK, and now with 800 teams playing UK wide, we have backing from a National Governing Body and the International Tag Federation.

Our five core principles are:

1) Professional

We are professional in our training, organisation, and delivery

2) Community

We help people meet others and create a friendly, inclusive and welcoming community

3) Pride & Passion

We are passionate about the sport, have pride in our community and our people

4) Wellbeing

We strive to provide a community where our players and staff are happy, healthy and motivated to perform

5) Development

We strive to develop all aspects of the sport and our people; our players, our referees and our staff

The Opportunity – London League Administrator

An opportunity has come up for a full-time predominantly office-based (with working from home flexibility) League Administrator in our London office.

London League Administrator responsibilities include:

- Customer service and administration on a number of designated leagues throughout London

- Manage team retention process, follow league registration team priority policies & promote upcoming seasons amongst current and lapsed teams & players.
- Plan and structure leagues, generating fixtures for the season
- Work to a schedule of deadlines for season draws
- Deal with customer service enquiries via email, phone, message or social media.
- Write & send mass communication emails to players and teams in the leagues
- Manage relationships with team organisers to retain teams
- Monitor league registration capacities
- Undertake other administrative tasks for Free Taster Sessions & turn-up play sessions
- Use our database and social media to grow the leagues & attract new players to Free Taster Sessions.
- Communicate nightly summaries with vital information to Venue Supervisors at leagues & reconfirm referees
- Monitor Venue Supervisor duty reports and action accordingly
- Make sure teams and players adhere to payment deadlines and chase outstanding registration fees
- Manage & establish relationships with post-match social venues such as pubs & venue club houses.
- Conduct site visits when leagues are taking place & inspect weather affected pitches
- Manage teams for a London region as part of the UK Try Tag Rugby Nationals
- Assist with event & tournament preparation
- Work at 3-5 Saturday events / tournaments throughout the year. This includes administration, scoring and set up
- Manage or mentor other junior staff on occasions such as Kickstarters or Interns etc

League Administrators also get involved in other work including:

- Appointing referees
- Monitor stock levels and pack equipment orders for venue supervisors
- Help with online shop orders, custom kit orders & licensee orders
- Conducting occasional site visits to conduct Venue Supervisor assessments
- Work as a tournament director at our one day events
- Learning the game of Tag Rugby to be able to cover as a Venue Supervisor or referee on adhoc occasions throughout the year.

About you

This position would suit someone with a passion for customer service and a strong interest in sport.

The ideal person will be/have:

- Extremely organised and proactive with an efficient work ethic

- Excellent customer service skills and an ability to handle large amounts of admin in a fast-paced environment
- A strong interest in sport particularly around leagues and draws
- Strong attention to detail
- Strong written & oral communications skills
- Good problem solving skills
- An ability to hit commercial targets
- Confidence using IT systems and ability to quickly learn internal systems such as Spawtz league management
- Educated to degree level
- An understanding of the Social Sports sector
- Principles which align with the company

We would like you to have:

- Experience in a previous customer service role
- A strong interest in sport
- Degree qualified (not essential)

Where will you work?

Our office is based at London Southbank University in SE1, a short walk from Elephant & Castle and Southwark stations. It's a vibrant inner London neighbourhood with cafes, restaurants, pubs & good transport links nearby.

You will be expected to work from the office at a minimum of 2-3 days per week.

What are the hours?

Minimum 35 hours per week. Core hours 10-6pm.

As our leagues & events take place outside of office hours the role requires occasional evening work and working at 3-6 Saturday events throughout the year. Some flexibility is required and time in lieu can be taken in return.

Terms

£24000-27000 & reasonable expenses. An annual bonus may be paid based on your performance and that of the company. Over-time is available when covering leagues as a cover Venue Supervisor. Paid refereeing opportunities outside or core hours are also available. We also offer a number of employee benefits such as free entry into our leagues & events when not working.

Try Tag Rugby has offices in London and Yorkshire, and operates in Bristol, Coventry & Warwickshire, Manchester, the Thames Valley & Wigan. We have exciting plans to launch many more licenses throughout the UK within the next five years. Career progression and licensing opportunities are available for those who excel in the role. For more information on Try Tag Rugby please visit our website:

www.trytagrugby.com

Applications

Applications to:

Eleanor Moran eleanormoran@trytagrugby.com.

Please include a CV and cover letter. Closes 9am, January 5th. Interviews will be held shortly after.