

## **Service & Administration Manager - 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 who can capture the enthusiasm of another wave of players for our ever-growing sport.

### **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 Service & Administration Manager**

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

The London Service & Administration Manager, alongside running our team of League Administrators, deals with league customer service and administration including:

- Managerial responsibility for a team of League Administrators

- Ensure all leagues are planned and structured to a high operational standard
- Train and assist staff on all league-related administrative tasks
- Responsible for administrative staff recruitment, assessments, and performance reviews
- Devise and implement policy related to league registration and structuring
- Schedule and manage regular staff meetings
- Maintain staffing rota and ensure all league activity is adequately staffed
- Manage customer service (email and phone) and train staff to assist
- Assess league mailouts and draws
- Manage league registration capacities
- Promote upcoming seasons, manage team retention and league registration priority regulations
- Manage league registration finances (invoicing, refunds, debts)
- Assist with non-league related administrative tasks (free tasters, turn-up sessions, events/draws)
- Cover administrative staff leave and assist with administrative staff responsibilities as required

The Service & Administration Manager also has responsibility for oversight of Try Tag Rugby's Shop & Inventory:

- Manage shop and equipment inventory and ensure essential inventory levels are maintained
- Manage shop order processing and customer service
- Manage office petty cash
- Assist with order picking, packing, and shipping

Outside of the core role, there will be opportunities to work in other areas, including:

- Working at 3-6 Saturday events / tournaments throughout the year. This includes administration and set up
- Learning the game of Tag Rugby to be able to cover as a Venue Supervisor & referee as required
- The opportunity to run and manage a London region as part of the UK Try Tag Rugby Nationals

### **About you**

This position would suit a graduate in Sports Management, but this is by no means a requirement. Sports enthusiasts looking for a change of career are also encouraged to apply.

The ideal person will be/have:

- Extremely organised and proactive with an efficient work ethic
- Excellent administration skills and an ability to handle large amounts of admin in a fast-paced environment
- Experience in management
- Strong attention to detail
- Strong written & oral communications skills

- Confidence using IT systems and ability to quickly learn internal systems such as Spawtz league management
- Educated to degree level (at 2:1 or above)
- An interest in sport
- An understanding of the Social Sports sector
- Principles which align with the company

**We would like you to have;**

- Experience working within a sports organisation
- Experience in a previous administration or customer service role
- Degree in Sports Management at 2:1 level or above (not essential)

Exceptional candidates who do not meet the above criteria will be considered.

**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.

**What are the hours?**

Minimum 37.5 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**

£28000-32000 & reasonable expenses. An annual bonus may be paid based on your performance and that of the company. We also offer a number of employee benefits.

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 another 20 franchises within the next five years. Career progression and franchising opportunities are available for those who excel in the role. For more information on Try Tag Rugby please visit our website: [www.trytagrugby.com](http://www.trytagrugby.com)

**Applications**

Applications to:

Kyle Nish [kylenish@trytagrugby.com](mailto:kylenish@trytagrugby.com)

Please include a CV and cover letter. Closes 9am, May 7<sup>th</sup>. Interviews will be held over throughout May.