**Pitch Advisory Service**

Recruitment for

**Administrator (Part-Time)**

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| Application Pack |  | July 2021 |

**Administrator (Part-Time 28.5 hours over 5 days)**

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| The Grounds Management Association (GMA) is seeking to recruit for the newly created role of Part -Time Administrator for the Pitch Advisory Service Programme (formerly the Grounds and Natural Turf Improvement Programme – GaNTIP).The programme is designed to raise standards of sports surfaces and the understanding of sports turf management practices at volunteer level. This role will provide administrative support to the Pitch Advisory Service (PAS) and Grounds Management Association (GMA) to deliver the GMA Pitch Grading Framework (PGF) and any associated programmes and Key Performance Indicators (KPIs). It will also provide finance and office support and general administration to the GMA and assist any departments and consultants that interlink with any GMA products and services.The successful candidate should have:* Excellent interpersonal, communication and IT skills.
* Be well organised and able to demonstrate sound administrative experience with good attention to detail.
* High level of proficiency in the use of office IT packages (Specifically Microsoft Office packages such as Outlook, SharePoint/Teams, Word, Excel, databases, and PowerPoint).
* Familiarity with the use of electronic and social media for promotional and communication purposes.
* Good understanding of IT and its application to deliver business benefits.
* Aptitude to learn and utilise new IT software and applications.
* Good time management, capable of multi-tasking and responding to variable workloads and competing demands.
* Able to demonstrate tact and diplomacy and to respect confidence.

Reporting directly to the Programmes Support Lead, working closely with the PAS team and the accounts department as well as the wider GMA, they should be an adept and effective administrator with proven administrative experience. An understanding of events organisation, membership administration and financial awareness would be advantageous but not essential. This role is based at the GMA head office, in Milton Keynes with occasional home working as agreed and travel to other sites for meetings or visits, as necessary. This role is funded by the GMA, Sport England, and the Football Foundation, in partnership with the ECB, FA, RFL and RFU.For further details including details of the regional cover please refer to the application pack by following this link: [Latest jobs | Grounds Management Association (thegma.org.uk)](https://www.thegma.org.uk/education/careers/job-vacancies)Competitive salary starting from £15.4k (pro-rata full time £20k) and pension. Application deadline: 21 July 2021 5:00 pmThe GMA is an equal opportunity employer that supports and celebrates difference for the benefit of our employees and our community.  |

**GMA Organisation Chart**

*Director of Finance and Administration (1.0)*

*Finance and Administration*

*Assistant (1.0)*

Chief Operating Officer (1.0)

*CEO*

*GMA Programmes Support Lead (1.0)*

*Head of Technical and Learning Services (1.0)*

*Commercial & Events Director (1.0)*

*GMA Learning Programme Architect (1.0)*

*Key Account Manager Football (1.0)*

*Commercial & Events Coordinator (1.0)*

*Senior Regional Pitch Advisor Football (1.0)*

*Technical & Learning Assistant*

*(1.0)*

*Head of Communications & Public Relations (1.0)*

*Digital Communications Manager\* (1.0)*

*Communications & Social Media Executive (1.0)*

*Key Account Manager Cricket*

*(1.0)*

*Systems Management*

*TBC*

*Regional Pitch Advisor Football (5.0)*

*Membership Manager\*(1.0)*

*Key Account Manager Rugby League (1.0)*

\* On hold until 01 April 2021 when it will be reviewed.

*Member Services Coordinator (1.5)*

*PAS Administrator (0.76)*

*Regional Pitch Advisor Cricket (2.0)*

*Key Account Manager Rugby Union (1.0)*

*Regional Pitch Advisor Rugby Union (3.0)*

**Background to the Grounds Management Association**

The Grounds Management Association (GMA) is the leading, membership organisation representing grounds managers, grounds staff, grounds maintenance managers, and all others involved in the management of sports pitches, landscape, and amenity facilities in the UK. Our members range from professionals managing the playing surfaces of elite stadia and training facilities through to volunteers maintaining grassroots pitches for local communities and groups.

Our vision is to help them achieve “quality surfaces through excellence in grounds management”.

As well as maintaining the GMA Performance Quality Standards (PQS) and providing a Turf Care Advisory Service for sports grounds, lawn maintenance and amenity horticulture, the GMA is recognised by the National Governing Bodies of Sport, the public, private and voluntary sectors for its industry knowledge and technical expertise. The GMA's extensive learning programmes cover all sport surfaces - including cricket, football, rugby, tennis, horse racing and bowls - plus artificial surfaces, turf science, management development and other specialist horticultural subjects.

The GMA provides a wide-ranging portfolio of qualification and training courses and has developed programmes aimed at encouraging new entrants into the industry and networking opportunities via its 'Young Directors Programme', as well as initiatives such as the current "Get into Grounds" Campaign. The GMA was established in 1934 by WH Bowles, the groundsman responsible for managing the playing fields of Eton. Living out our promise to members “Serving you through the seasons” the GMA provides a wide range of membership services to generations of grounds staff, helping to support their professional and personal development throughout their careers.

The GMA also owns and organises the annual SALTEX exhibition - Europe's leading show for open space management at the National Exhibition Centre in Birmingham. In addition, it hosts an GMA Industry Awards Ceremony, which has raised the profile of grounds management - best practice and performance. For more information visit [www.thegma.org.uk](http://www.thegma.org.uk)

**Pitch Advisory Service**

(Formerly Grounds and Natural Turf Improvement Programme – GaNTIP)

The 'Pitch Advisory Service' is a collaboration between the GMA, Sport England, the Football Foundation, the Football Association, the England & Wales Cricket Board, the Rugby Football League, and the Rugby Football Union. The **PAS Administrator (part time)** role will sit within the existing staff of the GMA, reporting directly to the Programmes Support Lead, working closely with the Chief Operating Officer and the Key Account Managers for Cricket, Football, RFL and RFU. The overall emphasis and direction of the programme is to raise standards, improve knowledge, awareness and understanding of best practice in preparing and maintaining sports surfaces; especially, at grassroots level so that over time, standards, and the approach to maintaining facilities are improved.

The **PAS Administrator (part time)** will provide administration assistance to the programme, such as collation and dissemination of data, reporting and liaising with the partners and stakeholders under the direction of the **PAS Programmes Support Lead**.

This is an exciting opportunity to make an impact, to raise standards and awareness of sports turf management principles and to enhance knowledge of club volunteers, governing body representatives employed in the administration of sport and the public.

The 'Pitch Advisory Service' staff will all be fully employed by the Grounds Management Association. This role is based at the GMA head office, in Milton Keynes with occasional home working as agreed and travel to other sites for meetings or visits, as necessary.

**Administrator (Part-Time)**

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| Role Profile and Person Specification |
| **Job Title** | PAS Administrator (28.5 hours per week) |
| **Team** | Pitch Advisory Service (PAS) |
| **Location** | This role is based at the GMA head office, in Milton Keynes with occasional home working as agreed and travel to other sites for meetings or visits, as necessary.  |

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| Role Profile |
| **Reporting to:** | GMA Programmes Support Lead |
| **Line Management Responsibility:**  | None |
| **Key Business Area:** | * Pitch Advisory Service
* Pitch Grading Framework
* GMA Technical and Learning
* GMA Membership
* GMA Finance and Administration
* Events support such as SALTEX and Awards
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| **Job Purpose:** | * Providing administrative support to the Pitch Advisory Service (PAS) and Grounds Management Association (GMA) to deliver the GMA Pitch Grading Framework (PGF) and any associated Key Performance Indicators (KPIs).
* Provision of finance and office support and general administration to the GMA.
* Assisting any consultants that are engaged within the GMA PGF, along with liaising with departments or consultants that interlink with any GMA products and services.
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| Main Responsibilities | Measures of Success |
| 1. Under the direction of the GMA Programmes Support Leadand in conjunction with any other relevant GMA staff, assist in the administration of the Pitch Advisory Service (PAS)
	1. General Administration of the PAS as and when required.
	2. Liaising with all other relevant GMA departments as regards.
		1. Training
		2. Education
		3. Membership
		4. Events
		5. Accounts
	3. Assist regular communication with relevant individuals and organisations that engage with the PAS and GMA.
	4. Assist in running campaigns to retain existing and attract new members, delegates and students publicising the structure across the full range of the target audience.
2. Assist in the administration of GMA events when necessary, including:
	1. Promotion of events that utilise and benefit the PAS, GMA and PGF
	2. New and existing membership enquiries.
	3. Active promotion of Learning, Education and Membership (services and benefits) to exploit the market potential.
	4. Assist with the monitoring and evaluation of the PAS and PGF
	5. Assist with monitoring and evaluating the Membership of the GMA.
	6. Assist with monitoring and evaluating Training and Qualifications numbers
3. Assistance with the compilation of PAS and GMA monitoring and evaluation reports to demonstrate developmentand trends.
4. Assist with the provision of business support for all GMA events, including:
	1. Involvement in preparations leading up to and prior to an event.
	2. Distribution of pre-event information to exhibitors, contractors, sponsors, and speakers etc.
	3. Routine liaison with existing stakeholders
	4. Provide administrative support from the office during events.
5. Attend GMA events as required, including occasional nights away.
6. Under the direction of theGMA Programmes Support Lead and in conjunction with the Learning and Membership team members, support with administrative tasks for GMA Training Courses and Membership including promotion, timetabling, tutors, venues, course materials and finance.
7. Assist with the maintenance of the Learning and Membership database, including the compilation of records, reports and statistics as requested.
8. Ensure that all PAS and PGF information is updated and correct on the GMA website and other social media (as requested) on a timely basis.
9. Assist in maintaining the purchase ledger register, departmental authorisation, coding, checking expense claims.
10. Reconcile company credit card statements, obtaining missing receipts, departmental authorisation, allocation of ledger and VAT coding.
11. Issue sales ledger statements and follow-up to ensure invoices are paid on time.
12. Monitor email inboxes and deal with incoming communications in a timely and efficient manner.
13. General administration duties as required including stationery orders and support with archiving.
14. Contribute to overall GMA objectives and development.
15. Undertake any other responsibilities as directed by the GMA Programmes Support Lead.
16. Undertake any other responsibilities as directed by the COO or CEO.
 | * Impact on GMA balance sheet, particularly revenue generation from membership and events
* Collaboration with colleagues to resolve specific needs.
* Client feedback (from courses and NGBs)
* Project outcomes (cost, quality, standards introduced, cost savings etc.)
* Feedback from members
* Accuracy and attention to detail
* Efficiency of service
* Membership records up to date.
* Adherence to project and task timescales
* Flexibility at times of competing demand
* Peer feedback
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| Person Specification – Key Requirements |
| **Experience:** | * Proven administrative experience.
* Some experience of setting up office systems and working with remote teams.
* Experience in the use of a CRM or membership administration software desirable.
* Events management/organisation experience desirable.
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| **Technical and/or Professional Skills** | * High level of proficiency in the use of office IT packages (specifically, Microsoft Office IT packages such as Outlook, SharePoint/Teams, Word, Excel, and PowerPoint).
* CRM systems
* Financial awareness.
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| **Qualifications and/or Knowledge** | * Sound administrative background.
* Good understanding of IT and its application to deliver business benefits.
* Aptitude to learn and utilise new IT software and applications.
* Some knowledge of the processes involved in the production of promotional, printed and display materials.
* Familiarity with the use of electronic and social media for promotional and communication purposes.
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| **Personal Qualities** | * Flexible, with good organisational and interpersonal skills.
* Ability to work on own initiative, with some supervision where appropriate, within a small office team.
* Good time management, capable of multi-tasking and responding to variable workloads and competing demands.
* Able to demonstrate tact and diplomacy and to respect confidentiality.
* Good attention to detail
* Willingness to learn
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| **Other Considerations** | * Flexibility to assist in busy periods on hours and times of work.
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| Core Competencies |
| **Competency** | **Indicators** | **Description** |
| Achieving results of a high quality | Delivers | Achieve what is required, on time and to appropriate quality. |
| Plans work programme | Draw up a programme to achieve organisational aims. Plan for the short and long term, considering a wider set of issues. Set interim goals to meet longer-term objectives. |
| Create solutions | Are creative and come up with fresh ideas to meet objectives. |
| Manages change | Establish new priorities and revise plans/proposals to reflect operational policy changes. Identify barriers to progress and ways of overcoming them. |
| Demonstrates leadership and personal judgement | Shows good judgement | Make the right decisions based on the evidence presented in a range of alternative options. |
| Working partnership with Others | Develops good working relationships | Develop effective working relationships with others, including colleagues, clients, and outside contacts. |
| Being open and communicating Well  | Persuades and influences | Are able, when necessary, to influence others’ views positively. |
| Negotiates effectively | Work with others, dealing effectively with any obstacles to obtain the best outcome. |
| Valuing the people, we work with and their diversity | Promotes equal opportunities. | Treat people fairly and respond sensitively to differences. |

**Terms and Conditions**

The remuneration package consists of the following:

**Salary:** Starting salary will be determined by discussion with the successful candidate and will take into account a number of factors including current salary, relevant experience, and qualifications, etc.

From £15.4k (pro-rata full time £20k) and pension

**Location:** This role is based at the GMA head office, in Milton Keynes with occasional home working as agreed and travel to other sites for meetings or visits, as necessary.

**Pension:** The GMA's pension scheme is fully compliant with the current Auto Enrolment legislation and is operated by Royal London. Employees are eligible to join after completion of 3 months’ service. The GMA contribution is initially 3% of gross salary per month, increasing to 7.5% of the gross salary after 6 months’ satisfactory service. After completion of the initial 3 months’ service Employee contributions are initially 5% per month which would be reviewed in line with Auto Enrolment legislation after 6 months’ satisfactory service. At which point the employee may elect to make additional contributions, over and above Auto Enrolment levels. All employee contributions are deductible from their monthly net salary.

**Annual Leave:** 25 working days of annual leave per annum (pro rata for part-time) in addition to all public and bank holidays. Rising by 1 extra working day after every 4 complete years of service, up to a maximum of 30 working days (pro-rata for part-time) annual leave. The holiday year is 1 April to 31 March.

**Application and Recruitment Process**

**Closing date for application:** 21 July 2021

**Indicative selection and interview dates**: 10 August 2021

To apply you should submit your current CV/resume together with a cover letter to ghkconsultancy@gmail.com The cover letter should set out:

1. Why you believe you are a suitable candidate, setting out your skill and experience. This should be no longer than 800 words.
2. The names of 2 referees, one of whom must be your current or last employer (NB No referees will be contacted without your expressed consent)
3. Details of your current salary and other emoluments.

For an informal discussion please contact **Gloria Lau** at ghkconsultancy@gmail.com in confidence.

The application pack can be downloaded from [Latest jobs | Grounds Management Association (thegma.org.uk)](https://www.thegma.org.uk/education/careers/job-vacancies)

**Job Applicant Privacy Notice**

**Data controller:** The Grounds Management Association (GMA), 28 Stratford Office Village, Walker Avenue, Wolverton Mill East, Milton Keynes MK12 5TW

**Data protection officer:** Alan Clarke, Director of Finance and Administration

As part of any recruitment process, GMA collects and processes personal data relating to job applicants. GMA is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

**What information does GMA collect?**

GMA collects a range of information about you. This includes [list the appropriate points and expand on them as necessary]:

* your name, address, and contact details, including email address and telephone number.
* details of your qualifications, skills, experience, and employment history.
* information about your current level of remuneration, including benefit entitlements.
* whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process.
* information about your entitlement to work in the UK.

The GMA may collect this information in a variety of ways. For example, data might be contained in application forms, CVs, or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The GMA may also collect personal data about you from third parties, such as references supplied by former employers. GMA will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR consultancy systems and on other IT systems including email.

**Why does GMA process personal data?**

GMA needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you.

In some cases, GMA needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

GMA has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows GMA to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. GMA may also need to process data from job applicants to respond to and defend against legal claims.

GMA may process information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, GMA may keep your personal data on file in case there are future employment opportunities for which you may be suited. GMA will ask for your consent before it keeps your data for this purpose, and you are free to withdraw your consent at any time.

**Who has access to data?**

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR consultancy and recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The GMA will not share your data with third parties unless your application for employment is successful and it makes you an offer of employment. GMA will then share your data with former employers or other referees to obtain references for you.

GMA will not transfer your data outside the European Economic Area.

**How does GMA protect data?**

GMA takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by our employees in the proper performance of their duties. [Provide more detail of internal policies and controls, e.g., systems restrictions.]

**For how long does GMA keep data?**

If your application for employment is unsuccessful, GMA will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow GMA to keep your personal data on file, GMA will hold your data on file for a further 6 months for consideration for future employment opportunities. At the end of that period, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

**Your rights**

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request.
* require GMA to change incorrect or incomplete data.
* require GMA to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
* object to the processing of your data where GMA is relying on its legitimate interests as the legal ground for processing.
* If you would like to exercise any of these rights, please contact [name, contact email or address]
* If you believe that GMA has not complied with your data protection rights, you can complain to the Information Commissioner.

**What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data GMA during the recruitment process. However, if you do not provide the information, GMA may not be able to process your application properly or at all.