



Harlequins are the reigning **Double English Champions** across Men's and Women's rugby.

Founded in 1866, Harlequins is an **iconic rugby club** recognised around the world and is proud to be a founding member of the RFU, boasting more Presidents than any other club, as well as a healthy dose of Men's and Women's international players.

As reigning champions, we are **ambitious** to build on our success. To do this we move at **tempo**, we are **unconventional** in our thinking and approach and we **recognise the value** that each role in the team plays in delivering success.

We are now looking for a Community Administrator to play a vital role in the growth and development of existing and new programmes. The ideal candidate will have worked in a sporting environment, have first class organisational, project management and communication skills.

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|-------------------------------|---|
| Job Title: | Community Administrator |
| Company: | Harlequin FC |
| Salary: | 23-24k, dependant on experience. |
| Contract: | Full Time (Fixed Term) |
| Reporting to: | Head of Community |
| Role Responsibilities: | Managing the administrative and operational requirements for the Community Department |

Key Accountabilities/Responsibilities

- Day to day management of all administrative and operational aspects of the Community Department's core programmes – specifically, but not exclusively, the following:
 - Holiday camps (school summer holidays), October half term, Easter half term
 - Residential camps (boys and girls), U15s – U18s
 - Masterclasses and Skills Clinics
 - Coach Professional Development Events (rugby delivery best practice)
 - Affiliate Club Development Events (Ops, MARCOMS, finance best practice)
- Management of department minimum standards, including ensuring full time and casual staff meet Premiership Rugby Minimum Standards. Collaborating with internal departments on updates to standards.
- Creation and ongoing management of a Harlequins Affiliate Club database that centralises key contact information, size of minis / youth / junior / adult player sections, and other relevant club interactions. Work closely with the Department's Club Liaison and Community Rugby Coach resource.
- Management and booking of group tickets for all Senior Men's & Women's league, cup and Big Game fixtures when passed over from the Ticketing Team.





- Ownership of the Community Ticketing Pipeline to track ticket sales and related ancillary business revenue (retail, food and beverage) directly attributable to our affiliate clubs' engagement.
- Manage the creation and production scheduling of all Community digital and print content as briefed in by the Community & Schools Manager.
- Develop and build portfolio of department guides and handouts.
- Monitor and manage community sports kit and consumables, ensure appropriate stock levels for key dates.

Qualification/Experience

| Qualification/Experience | Essential / Desirable |
|--|-----------------------|
| Advanced administrative and project management skill sets | Essential |
| A Level or equivalent education standard / Degree education standard | Essential / Desirable |
| Valid driving license | Essential |
| Previous administrator / operational planning experience | Essential |
| Experience of working with Community Engagement programmes | Desirable |
| First Aid certificate | Desirable |
| Accounting / Office Administration qualification | Desirable |

Personal & Technical Skills

- Expert knowledge and understanding of Word, Excel, PowerPoint, Outlook and Teams.
- Outstanding communication and organisational skills.
- Energetic, enthusiastic and willingness to take an active part in our Community Engagement programmes.
- Organised, reliable and professional to ensure that the Harlequins brand is constantly upheld.

Behaviours

- **Customer Focus** - Commits to meeting the expectations and requirements of internal and external customers; acts with customers in mind; values importance of providing high-quality customer service
- **Interpersonal sensitivity** - Interacts with others in a sensitive and effective way. Respects and works well with others.
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- **Planning and organizing** - Organises and schedules events, activities and resources. Monitors timescales and plans
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure; self-starter.
- **Teamwork** - Responds and relates well to people in all positions; is seen as a team player, and is cooperative; looks for common ground, and solves problems for the good of all
- **Results orientation** - Focuses on desired results and sets and achieves challenging goals.





Harlequins

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please email your CV to jobs@quins.co.uk. Only applicants to be invited for interview will be contacted

