

JOB DESCRIPTION: Business Coordinator

Job Title:	Business Coordinator
Responsible To:	Commercial Manager
Type of Contract:	35 Hours per week
Hours of Work:	09.00 – 17.00 (five days per week although flexible working arrangement to be agreed with line manager on request)
Salary:	£22,500
Location:	Head Office, Chiswick, London

Job Purpose

Reporting to the Commercial Manager, the Business Coordinator will be responsible for providing operational support across the organisation to help support its vision to become more sustainable as a National Governing Body.

The post holder is responsible for delivering the following:

1. Supporting the delivery of British Fencing's products and services

- To work closely with the Commercial Manager to plan, coordinate, monitor and report on the delivery of established British Fencing add-on products and services including:
 - Coach Education
 - BF Shop
- Use our existing CRM (Customer Relationship Management) software to maintain our customer database, handle enquiries and administer the transactions of products and services BF offer
- To work with the Commercial Manager to identify opportunities to improve services and increase sustainability and efficiencies.
- To collate customer and member feedback on how British Fencing can continue to better provide its products and services
- To work closely and support the Commercial Manager and Coaching Development Manager in fulfilling key license partner agreements and maintaining commercial relationships
- To be a customer point of contact in relation to the add-on products and services
- To ensure that all enquiries are passed on to relevant members of staff in a timely manner

2. Supporting the delivery of British Fencing's externally funded projects and programmes

- To be a point of contact for clients, suppliers and coaches relating to externally funded fencing projects eg Sports England funded projects
- Other work not related to Commercial Manager will be to support key colleagues on work with uniformed groups and the Coaching register

3. Marketing and Communications

- To work closely with the Marketing & Communications Coordinator to drive engagement and take-up of our evolving products and services
- Work within the team to build awareness and affinity to the new British Fencing brand identity of "Be You. Be Different."
- To produce content and copy for relevant communications and updates where relevant
- Coordinate the implementation and development of the British Fencing (BF) shop. Identifying new stock and working to add value to what British Fencing does with its Merchandising endeavours by working to ensure accounts are set up to use the BF Shop and then activated by the account holder.
- To grow and nurture new relationships through active communication from British Fencing

4. General Duties

- Demonstrate and uphold the British Fencing Core Values of Honesty, Respect & Excellence
- Coordinate fortnightly meetings with Commercial Manager and Coaching Education Manager
- Collate and provide necessary data for quarterly review documents for senior management
- Liaise with the Finance Department to support budget management processes and activities
- Raise purchase orders and invoices in a timely manner as well as ensure margins are adhered to for delivery of certain products
- General administrative duties as and when required by the Commercial Manager
- To support wider team members with projects and programmes where relevant.

PERSON SPECIFICATION

Qualifications

- Educated to a degree level or similar

Experience

- Previous experience in an administrative role – *essential*
- Previous experience of coordinating projects and managing budgets – *essential*
- Previous experience in lead generation - *desirable*
- Previous experience working within a national governing body of sport – *desirable*

Knowledge

- Knowledge of fencing – *desirable*
- Have a good knowledge and experience of working within the sports industry, ideally within a sports NGB – *desirable*

- Have experience working with CRM (Customer Relationship Management) systems, specifically Infusionsoft - *desirable*

Skills and Abilities

- Ability to build relationships with internal and external stakeholders
- Ability to work on own initiative and as part of a team
- Ability to communicate in a professional and friendly manner by telephone and email.
- Excellent organisational skills; the ability to manage self and projects, prioritise and meet deadlines
- Good hearing and a clear telephone voice
- A confident and polite telephone manner
- The ability to work quickly and accurately under pressure
- A good standard of spoken and written English
- Excellent customer communication skills
- The ability to deal with difficult calls in a professional and calm manner
- An awareness of confidentiality
- Good time-keeping

Personal Disposition

- Ability to work under pressure and to adopt a flexible approach to working – *essential*
- Good interpersonal skills – *essential*
- Strong desire to excel at whatever task is at hand – *essential*
- Personal integrity and the ability to invoke trust and respect from others – *essential*
- Self-Motivated – *essential*
- Team player – *essential*
- An interest in sports development and management at grass roots level – *desirable*
- Must be eligible to work in the United Kingdom - *essential*

If you feel you have the suitable skills and attributes for this position, then we would like to hear from you.

British Fencing is committed to providing equal opportunities for all and is committed to following best practice in the welfare of young people and vulnerable adults.

For further information please consult: www.britishfencing.com

We want to ensure that everyone has the opportunity to receive clear, understandable information from British Fencing. If you require this in an alternative format please contact British Fencing.

If you would like to know more about this job and have an informal conversation about it then please contact James Craig (Commercial Manager) on 07702 687290.

This is a profession which is exempt from the Rehabilitation of Offenders Act 1974 and therefore an Enhanced Criminal Records Bureau check will be required.