



Job Description – Administrative Officer

1. MEMBERSHIP ADMINISTRATION

1. Handle general enquiries about the club, answering all emails, dealing with telephone enquiries and written correspondence in relation to membership and referring specific requests to Club Flag Officers as needed.
2. Administer the new member admission processes sending letters of acceptance, membership cards and induction packs to new members following Management Committee meetings and ensuring receipt of membership payments.
3. Send out letters requesting membership fees once a year and remind/chase non-paid members of subscription arrears. Contact by email using standard letter, or by telephone. Send out new membership cards or cancel memberships as required.
4. Submit orders on a monthly basis for new membership cards and ensure that adequate stock levels of blank cards are maintained by the card supplier.
5. Update membership records on database in club office showing change of members details, state of payments and outstanding payments /non-payments. This will involve reconciliation with financial information and records maintained by the Membership Secretary.
6. Produce accurate listings/reports from the data-base of current membership, outstanding membership, new members, leavers and subscriptions for Newsletter Editor, Vice Commodore and for club meetings once a month.

2. OFFICE PROCESSES

1. Organise the office as efficiently as possible – ensure efficient use of computer systems and maintain accurate filing system
2. Create efficient systems and forms for the administration of the office such as, but not limited to;
3. New members administration process to include general enquiry, form return, payment update of records recording of details on database, issue of standard pack etc
4. Process for the collection of fees and possible cancellation of membership
5. Standard letters for all regular enquiries

3. FINANCE ADMINISTRATION

1. Process membership payments either by cheque or credit card facility and provide relevant receipts. Subsequently update membership records for payment.
2. Issue all invoices for mooring fees and chase them up based on information supplied by the Sailing Secretary. Provide documents for the recording and control of payments.
3. Bank all income promptly and ensure documentation is complete.
4. Record all income and expenditure on the financial accounting software installed on the club office computer and undertake reconciliation to bank statements.
5. Reconcile all financial records, including bank and credit-card statements, to the membership database, moorings records and the offshore events booking database
6. Process all petty cash related income and expenditure and reimburse funds.
7. Ensure all invoices are processed for payment promptly, within club controls and that signatures are obtained on cheques, etc
8. Provide a report, in a standardised format, of financial transactions to the Honorary Treasurer on a monthly basis.
9. Establish and maintain a structured filing system for financial records.
10. Provide assistance as necessary to the Honorary Treasurer in the preparation of the annual accounts.



4. TRAINING AND COURSE ADMINISTRATION

1. Assist in promoting club training courses and take bookings for all training courses i.e. offshore, dinghy and classroom. Obtain payments for training courses and carry out all the administration associated with training, dinghy and offshore events including processing of documentation and liaison with trainees and trainers.
2. Maintain records on fees and costs per individual courses
3. Send out joining details and certificates upon successful completion of courses. Update members' records with training details.
4. Handle administration for the club lecture series dealing with speakers and associated publicity.
5. Produce a financial report for each training course showing all income and expenditure associated with the course.

5. OFFSHORE SAILING ADMINISTRATION

1. Work closely with event organisers to ensure that events are set up correctly, that web information is always up to date. Produce frequent progress reports on bookings and payment collection.
2. Process members' payments for offshore events either by cheque or credit card and update the offshore event database accordingly.
3. Promptly pursue outstanding offshore event payments.
4. Finalise the account for each offshore event within 2 weeks of the event, detailing all revenues, costs and items outstanding and provide this to the event organiser and the Offshore Committee

6. MISCELLANEOUS

1. Handle the ordering and sales and maintain an inventory of club-branded clothing (sailing shirts, ties, gilets etc)
2. Administer advertising/promotional requirements including mail shots
3. Provide administrative support to Management Committee members to assist them undertaking tasks effectively and attend Management Committee meetings when requested.

7. SKILLS

Essential:

1. Good communication skills both written and verbal with a friendly and helpful approach to new members and others
2. Well organized, flexible, accurate and used to office administration - knows how to develop an office system e.g. processing, recording, filing payments
3. A methodical and accurate approach to financial administration
4. Familiarity and competence with a computer-based financial accounting software.
5. Able to act on own initiative, to predict workload deadlines and to plan efficiently in advance
6. Can commit to 32 hours per week with core hours of 0900 – 1500hrs on at least 4 days per week
7. Able to use the Microsoft Office package.

Desirable:

1. Should have good appreciation and knowledge of a sailing club and an interest in the activities and in creating good working relationship with the Trust Manager, club officers and members.
2. Should be willing to commit to a long-term tenure in this position.