



Receptionist/Finance Assistant

Department	Customer Relations
Job Title	Receptionist/Finance Assistant
Salary	Competitive, dependent on experience.
Contract type	Full Time/ Part Time
Hours	40 hours / 20 hours per week The candidate may be required to have a flexible approach to working hours, including match days, events, evenings, weekends, and additional hours as necessary
Responsible for	N/A
Responsible to	Operations and Finance Director
Locations	Gillingham FC
Regular working hours	Office hours are Monday to Friday 9am – 5pm. The post holder is to expect regular weekends & unsocial hours as part of an irregular working pattern. Annual leave is strictly restricted within key days.

Purpose of the post

Gillingham Football Club is looking for a reliable, motivated, and passionate individual to have responsibility of the Front of House operations. To be the first point of contact for Gillingham Football Club offering the highest level of service to welcome guests. To have outstanding interpersonal skills and provide welcoming hospitality at all times and have the ability to prioritise and multi task whilst maintaining service levels. As a member of a small team, the job holder is required to be a flexible team player to ensure responsibilities across the Administration department are covered at all times.

Job Description

Key Administrative Responsibilities:

- To meet and greet all appointments arriving at reception.
- To handle all telephone calls, external and internal.
- Coordinate the management of meetings, ensuring appropriate rooms are booked and communicated internally.

- Maintain confidentiality of all meetings taking place and clients visiting the Stadium and Training Ground.
- Management of incoming and outgoing post and deliveries including booking Couriers
- Ensure stationery and printer toner throughout the Stadium is available and maintain adequate levels of supplies.
- To record and report maintenance and security issues, raised by employees and follow up where appropriate
- To conduct general administrative duties
- Ensuring the reception/office areas are immaculately presented
- General office management duties, i.e., opening and closing the reception area.
- Supporting the sales and administration team as required.
- Updating customer records and filing paperwork as necessary.
- Produce sales reports as required.
- Assisting the Finance department with administrative duties as required.
- Ad hoc duties as requested by Management

Key Finance Responsibilities:

- Use of Sage Payroll and Accounts to process data
- Raising and processing sales invoices
- Processing cash and bank payments
- Update sales and purchase ledgers
- Reconciliation of bank balances
- Process petty cash payments and arrange for finances to be transferred between all locations of the service
- Credit control duties as required
- Arranging payments and processing remittances
- Check use of and manage supplier accounts (including agency staffing, utilities and purchase of materials)
- Run reports as and when required

Person Specification

Essential Skills/Experience/Qualifications:

- Have the ability to work as part of a team and on own initiative
- Have excellent personal presentation and verbal communication and listening skills
- Have a passion for delivering exceptional customer service with a 'can do' attitude
- Be flexible, motivated and committed
- A self-starter with a high level of initiative and proactivity.
- Excellent telephone manner
- Able to thrive in a fast-paced work environment.
- Great communication skills with an ability to inspire and motivate others.

- GCSE English and Maths grade C or above (or equivalent)
- Proven experience in a sales environment or similar role
- Good IT skills (Microsoft Office in particular)

Desirable Skills/Experience/Qualifications:

- Ability to tightly manage your time effectively and productively.
- Remains calm under pressure
- Desire for continuous personal improvement.
- NVQ in Customer Service or Business Administration
- Experience of Sage HR and Accounts
- A knowledge of the Data Protection Act (GDPR)
- Accounting, Administrative or Bookkeeping Qualifications