Evo Sports Qatar

CST Administrator

Primary Objective of Role

To provide a professional, welcoming and proactive on-site customer service experience for all EVO Sports members, parents and visitors. Acting as a key point of contact at EVO training sessions, the role will support families with enquiries, registrations, group allocations, scheduling, payments and general programme information, while building positive relationships and ensuring a consistently high standard of customer service.

Reports to: Director of Operations - Tom Marsh

Accountability and Responsibilities

- Act as a primary point of contact for parents, members and visitors, maintaining a visible, approachable and professional presence at EVO training sessions.
- Provide on-site customer service, maintaining a visible and approachable presence to assist parents and members with enquiries, offer immediate support, resolve concerns and ensure a positive customer experience during training sessions. .
- Support registrations, re-enrolments and trials, assisting parents with the EVO enrolment and following up with prospective members.
- Manage member group allocations and transfers, ensuring players are assigned to appropriate sessions based on age, ability, availability and guidance from coaching teams.
- Provide accurate information regarding training schedules, programme availability and locations, assisting with session changes and communicating updates to parents.
- Assist with membership payments, including payment enquiries and outstanding balances.
- Maintain effective communication and coordination between parents, coaches and the central administration team, ensuring accurate member records, timely follow-ups and adherence to EVO policies and safeguarding procedures.
- Act in accordance at all times with the college's Health, Safety and Environmental (HSSE) Policy.

Person Specification

Key Requirements

Qualifications

- Minimum Secondary/High School Level Education.
- Relevant professional qualification will be preferred.

Experience

- Experience of working in an administrative role, ideally in a school or customer-service driven environment.
- Experience of working on a database will be advantageous.

Skills, Knowledge and Abilities

- Excellent interpersonal and communication skills (written and verbal).
- Total integrity to deal with confidential information.
- Team-player, who is flexible to take on any task assigned.
- Excellent command over written and spoken English.
- Must be able to prioritise and plan work activities to use time efficiently.
- Must be organised, accurate, thorough, and able to monitor work for quality.
- Ability to deal with callers in a calm and courteous manner at all times.
- High degree of initiative and forward planning.
- High level of accuracy and attention to detail.
- Adept in the use of Microsoft applications and databases.
- Intermediate to advanced skills in the use of MS Office packages, excel, mail merge etc.

Safeguarding

Evo Sports Qatar, in partnership with Doha College, is fully committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All applicants must be willing to undergo child protection screening, including reference checks with previous employers and a criminal records check. Teaching staff will also be subject to a Barred List and Prohibition from Teaching Check. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020

Diversity, Equity and Inclusion (DEI)

As an equal opportunities employer, Doha College is committed to a culture of diversity, equity and inclusion. We believe that a diverse staff body reflects and supports the diversity of our students and wider society and leads to a cognitive diversity that promotes excellence in all areas.