Evo Sports Qatar

CST Administrator

Primary Objective of Role

To provide a professional and efficient service to any person making contact with Evolution Sports and support with admin related tasks.

Reports to: Director of Operations - Tom Marsh

Accountability and Responsibilities

- Act as a key interface between Evolution Sports and any person contacting Evolution Sports, either in person, on the telephone or by email, answering queries and directing them to the appropriate department, as necessary.
- Provide basic and accurate information to existing and perspective in-person and via phone/email.
- Direct visitors of the Sports Centre to the appropriate activities or person.
- Answer, screen and forward incoming phone calls/emails for all Evolution Sports enquiries.
- Maintain and administer registrations and re-enrolment.
- Coordinate and update daily call logs and incoming messages.
- Perform other clerical receptionist duties such as supporting member payments.
- Ensure the reception area is tidy and presentable.
- 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 data base 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 as to use time efficiently.
- Must be organised, accurate, thorough, and able to monitor work for quality.
- Ability to deal with callers and visitors 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 appropriate to the post, 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, Evo Sports Qatar is committed to fostering a culture of diversity, equity, and inclusion. We believe that a diverse staff body reflects and supports the diversity of our students and wider community, contributing to a cognitive diversity that enhances excellence in all areas.