



ROLE INFORMATION PACK

COMMUNITY ADMINISTRATOR (PART TIME)



**Swindon Town FC
Community Foundation**



Job Title: Community Administrator (Part-Time)

Reports to: Senior Management Team (SMT)

Contract: Part-time hours below:

- **Monday 09.00 – 13.00**
- **Tuesday 14.00–20.00**
- **Wednesday 14.00–20.00**
- **Thursday 09.00 – 15.30**

The Community Administrator provides high-quality front-of-house reception services and essential administrative support across the Foundation. The role oversees key administrative processes for all our community sessions and programmes, including our Girls Talent Pathway, Swindon Town Holiday Courses and Player Development Centres, as well as facility pitch bookings. As the first point of contact for visitors and participants, the postholder plays a vital role in ensuring smooth day-to-day operations and delivering a positive customer experience.

JOB DESCRIPTION





Swindon Town FC Community Foundation delivers a wide range of programmes in Swindon and the surrounding areas. These programmes are delivered with the aims of engaging, participating and achieving.

This is done by increasing sports participation, whilst looking to strengthen the relationship between the local community and their local professional football club. The Foundation aims to achieve this whilst meeting the aims and objectives of the Premier League Foundation and EFL in the Community, including Sports Participation, Education, Social Inclusion and Health. Swindon Town FC Community Foundation continues to strive to meet the highest professional standards to enhance and develop their programmes.



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Key Responsibilities within the role:

Front of House & Reception:

- Provide a welcoming, professional reception service for all visitors and enquiries.
- Manage incoming calls, emails and general enquiries, ensuring timely and accurate responses.
- Maintain reception area standards to uphold the Foundation's professional image.
- Support safeguarding within the Community Foundation by ensuring information is communicated appropriately, concerns are escalated correctly, and procedures are followed.

General Administration:

- Deliver day-to-day administrative support to staff and SMT, including scheduling, filing, data entry and document preparation.
- Maintain accurate records, registers and databases across programmes and booking portals.
- Support internal communication, distributing information to staff, parents and partners.
- Assist with financial administration such as purchase orders, invoicing and payment tracking (where required).
- Prepare attendance data, monitoring information and reports for SMT and funders.
- Ensure that the organisation is GDPR compliant.

ROLES AND RESPONSIBILITIES





Programme Administration & Coordination:

Girls Emerging Talent Centres – Payments Only:

- Manage and process participant payments, ensuring accuracy and timely reconciliation.
- Maintain payment records and liaise with parents regarding outstanding fees or queries.
- Work with finance staff to ensure correct allocation and reporting.

Holiday Courses:

- Coordinate bookings, enquiries, registers and communication for all outreach courses.
- Support coaches with session information, safeguarding requirements and registers.

Foundation Centres:

- Oversee weekly administration including participant lists, waiting lists, payments and parent communication.
- Ensure coaches receive accurate registers and operational information.

Facility & Pitch Booking Management:

- Administer Foundation Park pitch bookings, including enquiries, scheduling, confirmations and invoicing.
- Maintain an accurate booking system and ensure clear communication with users.
- Work with the SMT to ensure smooth operational delivery and customer satisfaction.

SMT Administrative Support:

- Provide structured administrative support to the Senior Management Team.
- Assist with meeting preparation, agendas, minutes and follow up actions.
- Support organisational planning, compliance and reporting tasks.

Ad-Hoc Events, Tournaments & Festivals:

- Provide structured administrative support to the SMT.
- Assist with meeting preparation, agendas, minutes and follow up actions.
- Support organisational planning, compliance and reporting tasks.





EQUALITY

Swindon Town FC Community Foundation is committed to fostering an inclusive and diverse environment and is proud to be an equal opportunities employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regard to pregnancy or maternity.

SAFEGUARDING

Swindon Town FC Community Foundation is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment. This post requires Enhanced Criminal Records Checks and may include checks against the Barred Lists, as such it is exempt from Rehabilitation of Offenders Act (1974). Therefore, all convictions including spent convictions that have not been subject to filtering by the DBS should be declared. Relevant information and/or documents will be distributed as part of the recruitment process.



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PERSON SPECIFICATION

ESSENTIALS:

- Strong administrative skills with excellent attention to detail.
- Confident communicator with a friendly, professional manner.
- Ability to manage multiple tasks and work in a fast-paced environment.
- Competent IT skills (Microsoft Office, booking systems, databases).
- Ability to work independently and as part of a team.
- Commitment to safeguarding, equality, and high-quality community engagement.

DESIRABLES:

- Experience in a sports, education or community environment.
- Knowledge of football development programmes or community sport.
- Experience managing bookings, customer enquiries or front-of-house operations.
- First Aid and/or safeguarding qualifications (training can be provided).
- Experience in using CRM or data management systems, such as Salesforce.

ADDITIONAL REQUIREMENTS:

- Enhanced DBS check.
- Occasional evening or weekend work to support events and programme delivery.





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To apply for this position please download and complete an application form and accompany with a cover letter stating your suitability and experience for the role. Please return it to us either via email to Shane@STFCfoundation.com, or in person to the reception at Foundation Park.

If you have any questions or would like further information about the STFC Community Foundation and the work that we undertake in the community, then visit www.STFCfoundation.com or call **(01793) 421303**. We look forward to receiving your application.

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HOW TO APPLY



Premier League
**Primary
Stars**



Swindon Town FC Community Foundation

**Foundation Park
County Ground Lane, Swindon
SN1 2FD
Contact@STFCfoundation.com
(01793) 421303**

www.STFCfoundation.com

