

TONBRIDGE & MALLING BOROUGH COUNCIL LEISURE SERVICES BUSINESS UNIT

JOB DESCRIPTION

DATE: APRIL 2006 TITLE: ADMINISTRATION MANAGER GRADE/SALARY: C16 £20,043 to £21,507 (pay award pending) LOCATION: LARKFIELD LEISURE CENTRE REPORTS TO: GENERAL MANAGER SUPERVISES: CLERICAL OFFICERS RECEPTIONISTS CUSTOMER SERVICES ADVISORS
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GENERAL DESCRIPTION OF DUTIES:

To develop, co-ordinate and manage the effective provision of administration, reception and customer services for Larkfield Leisure Centre.

SPECIFIC DUTIES:

1. To provide effective and efficient provision of administrative procedures and systems, including memberships, bookings and course administration.
2. To ensure the efficient operation and maintenance of the I.T systems at Larkfield Leisure Centre.
3. To co-ordinate staff and IT resources to administer income collection and analysis, supervise the Council's ledger system and provide budgetary information as appropriate.
4. To operate efficient and effective procedures and controls in the following areas in accordance with the Council's Contract Procedure Rules and Financial Rules:
 - Sundry debtors/credit control
 - Petty cash
 - Banking/security of monies
 - Direct Debit administration
 - Supply of goods and services
 - Contracts of and for services
5. To undertake annual appraisals and co-ordinate training and development needs for all Administration staff.
6. To participate as a member of the Larkfield Management Team.

7. To develop and implement an effective working relationship between administration and reception.
8. To ensure financial and service deadlines are met by prioritising administrative and clerical duties.
9. To organise clerical/typing/filing duties in support of the operation as appropriate.
10. To liaise as appropriate with other Council staff and services.
11. To be responsible for recruitment, development and management of relevant staff.
12. To be responsible for the efficient presentation of reception services.
13. Provide administrative support to the sales and retention systems.
14. To be responsible for liaison with Customer Services Advisors, reporting sales/attrition information as required.

This job description is not intended to exclude any task, which the post holder might reasonably be required to undertake by the General Manager.