

SPORT NORTHERN IRELAND

JOB DESCRIPTION

Job Title:	Officer Supervisor (EOI)
Reporting To:	Tollymore Business Manager
Salary:	£25,871 - £27,271
Location:	Tollymore National Outdoor Centre
Hours:	37 hours per week

1.0 ROLE OF THE TOLLYMORE NATIONAL OUTDOOR CENTRE (TNOC)

TNOC is Sport NI's National Outdoor Training Centre, which is located at the foot of the Mourne Mountains near Newcastle, Co. down. TNOC currently has over 20 permanent staff and a pool of over 50 casual, administrative, catering and instructional part-time staff. The centre runs c150 different courses per year, 30% of which are tailored for individual client needs.

The role of the TNOC Office Supervisor will be to manage the TNOC office. This will include over-seeing of all issues of a financial and administrative nature in relation to the administration process for all client bookings and reporting to Sport NI finance department along-with the overseeing of a number of ancillary services.

2.0 JOB PURPOSE

The role of the TNOC Office Supervisor is to ensure the client bookings are administered within agreed procedures; ensure funds are administered in line with governance and accountability requirements; and to ensure accurate up to date financial/management information is available to internal/external users of financial data.

The successful applicant will report to the TNOC Business Manager and will be responsible for the provision of an efficient and effective financial and administrative functions within TNOC. The office supervisor will be required to directly line manage the TNOC receptionist, administration officer and 3 housekeeping staff.

Key areas of work for the successful candidate will include:

- Manage all client bookings & payments to the Centre;
- Provide accurate and timely management information for internal and external users of financial data;

- Provide accurate and timely financial and statistical returns;
- Maintain an up to date financial procedures; and
- Liaise with internal and external auditors.

3.0 MAIN AREAS OF RESPONSIBILITY

The successful applicant will play a key role within the TNOC team. The role will include:

Internal & External Bookings

- Manage/oversee all course, catering, accommodation and facility hire bookings.
- Receive payments, issue receipts for all bookings, including bookings on the Worldpay system.
- Daily till reconciliations for climbing wall users (owned by Mountaineering Ireland) and corresponding re-charging;
- Reconciliation and lodgement of all funds, including maintenance of all cash directly generated via swimming lessons by external private providers;
- Weekly export of reports to Sport NI finance for all bookings- cash, credit card, cheque, and Worldpay;
- Preparation and process of accruals/prepayments with relevant supporting paperwork to Sport NI finance on a monthly basis;
- Utilisation of Events Perfect for all Invoicing & following up all outstanding debt;
- Generate & monitor all purchase orders for the centre;
- Provision of relevant information to prospective course participants, staff and centre users;
- Monitor all course bookings and notification to centre manage/marketing officer once courses are filled and require additional staff/removed from website.
- Process and verification of casual staff and cleaning staff time-sheets and submission to Sport NI Human Resources Department on a timely basis.
- Ensure all files and records are maintained as appropriate.

Reception Management

- Manage reception staff (both full-time and casual) and ensure reception cover 7 days a week via prescribed TNOC guidelines and procedures.

Management of Ancillary Staff & Services

- Manage 3 housekeeping staff and corresponding work rotas to ensure bedrooms and the overall Centre is maintained at a high service via the most effective use of time and resources.

Maintenance of Management Information Systems

- Maintain and update the Events Perfect/Priava system with all course bookings.
- Preparation of Events Perfect/Priava reconciliations and any variances resolved.
- Use Events Perfect for all invoicing & chasing all outstanding debt with direct liaison with Sport NI Finance.
- Provide guidance and training to all new staff on Events Perfect/Priava.
- Maintain financial records (Sun).

Administration

- To work closely with Centre Managers, instructional staff and catering staff to ensure the efficient and effective running of the Centre.
- Provide information to Policy, Planning and Research Team on Parliamentary Questions and Freedom of Information requests.
- Develop, implement and maintain systems and procedures. Including updating the relevant sections of the TNOC financial & administrative procedures manual, as advised by TNOC Business Manager.
- In liaison with line manager respond to correspondence as required.
- Draft papers, reports, policy documents as discussed and agreed by line manager.
- Minutes taking, typing up and circulation as directed.

General

- To keep abreast of current Outdoor Adventure sports and TNOC courses and services.
- To develop and deliver training to colleagues as required.
- To work closely with counterparts in the Department and other public bodies on financial issues/other matters as required.
- To play an active role in the development and review of financial policies and procedures within Sport Northern Ireland (SNI) & TNOC.

Other

- Follow all procedures and guidance for maintaining the security and confidentiality of people, information, premises, equipment and software at SNI & TNOC.
- To take an active part in the preparation and participation in Annual Performance Reviews and Personal Development Interviews, including the identification of personal learning and development needs.
- Any other relevant and related duties as may be required from time to time by the Line Manager.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.