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Operations & Administration Officer

JOB DESCRIPTION

Job Title:	Operations & Administration Officer	Contractual status:	Permanent, Part-time
Hours of work:	30 hours per week (ideally over 5 days but open to 4 days per week) FTE - 37.5hrs	Salary range:	£25,000-£27,000 (FTE)
Location:	Sharks Training Centre, Carrington. M31 4AB.	Reporting to:	Head of Rugby Development & Operations
Key Relationships:	Staff, Stakeholders, Sale Sharks Club	Report in:	Na
Closing date:	5 th October 2025	Interview date:	W/c 15 th October 2025

About Sale Sharks Foundation

Sale Sharks Foundation is the charity partner of Sale Sharks Rugby Club. Our Vision is to use the power of our sport to change lives throughout the North-West.

We work with over 25,000 people annually in three key areas: Community Inclusion, Education and Rugby Development. You can see the impact we had by checking out our 2023/ 2024 [Sharks Watch Impact Report](#).

Our highly skilled, dynamic, and passionate team currently delivers over 40 community projects that change the lives of a huge spectrum of people across the North-West: from children and young people right through to those aging well. We believe in the immense power of our sport to positively transform people's lives. We believe the North-West is a home to extraordinary people like you.

This is your chance to be part of our story!

JOB SUMMARY:

Sale Sharks Foundation are seeking a proactive and highly organised Operations and Administration Officer to support the delivery of high-quality operational, administrative, and customer service functions across our organisation.

This is an integral role to the charity, ensuring it runs effectively instilling confidence amongst our staff and stakeholders.

This role will be pivotal in ensuring the smooth running of day-to-day activities, supporting staff and stakeholders, and maintaining professional standards across all areas of work.

ROLES AND RESPONSIBILITIES

Customer Services and Administration

- Manage foundation communications, internally and externally through calls, general enquiries, and email.
- Lead on the day-to-day office management and environment, including; stock, supplies, kit, and general administration.
- Manage all front of house duties, including visitor registration, post handling, and facility access.
- Ensure the office space, company vehicles and on-site storage facilities have a regular maintenance schedule, are kept clean, tidy and well organised. Including communicating with staff around office standards and environments.
- Support the management of all IT provision including phone providers and IT support.
- Ensure there are clear filing structures in place for all office administration.
- Provide ad hoc administrative support where required across department.
- Assist with meetings, including where relevant minute-taking and documentation management when required.

Human Resources and Staff Support

- Lead on and act as our super user for our online HR system (Breathe HR) supporting, but not limited to; recruitment platform, staff records, online learning, policies and expenses roll out.
- Support recruitment and lead onboarding processes, including job adverts, interviews, and inductions.
- Maintain HR records, probation schedules, and performance review tracking.
- Coordinate training schedules, including first aid, safeguarding, and compliance training.
- Promote staff wellbeing through engagement initiatives and benefits administration.
- Support the recruitment, management and deployment of volunteers and casual workers.

Compliance

- Working with the Head of Rugby Development & Operations, provide support towards the health and safety procedures within the Foundation including maintaining records of accidents, overseeing the ordering of first aid equipment for staff and ensuring all staff undertake regular first aid training.
- Work with the Head of Rugby Development & Operations to ensure compliance standards are met, including but not limited to; safeguarding checks (in line with RFU policy), workplace legislative compliance for new starters, as well as Premiership Rugby minimum standards.
- Ensure compliance across the Foundation with safeguarding, GDPR, health and safety, and equality policies.
- Maintain audit schedules, accident logs, and insurance documentation.
- Support policy and procedure reviews in line with governance standards.

Finances and bookings

- Assist with the Foundation's invoicing process including generating invoices, raising PO's and retrieving aged debt.
- Working with the team, ensure up to date information is held for all stakeholders the Foundation works with, such as local rugby clubs, schools, community clubs and wider partners.
- Support with the management of bookings and payments of participants on events such as, but not limited to, match day activities, rugby camps and touring group activities.

General Administration

- Assist and support with key events, including Match days, festivals, open days, and fundraising activity where necessary.
- Identify further areas of operations that will support other areas of Foundation delivery and feed them into the Head of Rugby Development & Operations.
- Deliver a high standard of customer service across all channels—face-to-face, phone, and email.
- Support with the coordination of staff training, socials and quarterly internal staff update.
- Promote the organisation's values and ethos through all communications and interactions.
- Assist in other areas of Sale Sharks Foundation delivery where relevant within the role duties and at the request of the CEO

It is expected that the role may on occasions include working evenings and weekends including match days. This will always be agreed in advance with time off in lieu offered.

This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the post-holder will perform.

It is key to this role that candidates:

- Demonstrates the Sale Sharks Foundation values at all times.
- Promote Sale Sharks Foundation's brand and ethos in a professional and positive manner.
- Be committed to applying and promoting equality, diversity and inclusion across Sale Sharks Foundation and comply with all Charity policies and procedures.
- Understand and implement the Foundations Safeguarding policy, procedures and best practice guidelines and to use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment
- To be able to work independently and flexible and unsociable hours where the role of the job requires.
- Continuously evaluates the success and standards of their work and that of others, through rigorous self and departmental reflection and analysis. This includes creating a CPD plan and working towards agreed PDR objectives.
- To work towards agreed Key Performance Indicators (KPIs).

Staff Benefits

- 25 days annual leave pro-rata (3 to be taken between Christmas and New Year), with additional leave after 3 and 5 years of service.
- £240 per year (Pro-rata, claimed monthly) Healthy Lifestyle Allowance.
- 3% Pension contribution.
- 2 free tickets per game (Men's & Women's).
- Kit provided worth in excess of £300, dependant on role.
- 20% discount on the staff shop.
- Access to Sale Sharks High Performance Gym after 4pm.
- Opportunity to buy into Sale Shark performance meal prep on site.
- Flexible working (where possible around delivery needs).
- Dogs allowed in the office/outdoor kennels (behaviour permitting).
- Free tea & coffee in the office.
- Free onsite parking.
- Health insurance through Vitality, including access to the Headspace app, discounted gym memberships, free weekly coffee and film rental, health checks, employee assistance, and discounts on health and wellbeing products (upon successful completion of probation period).
- Annual reward and recognition awards.
- Access to e-learning platform.
- Bi-annual all staff training days & Foundation socials.
- Other CPD opportunities throughout the year.

PERSON SPECIFICATION

<p>Knowledge, Skills & Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Proven experience in an Administration/ Operations role involving the use of IT software. • Strong organisational and time management skills with keen attention to detail. • Proficient in Microsoft Office (Word, Excel, Outlook) and wider IT systems. • Experience in customer service; developing and maintaining positive working relationships with colleagues, stakeholders and partners. • Excellent written and verbal communication skills, with the confidence to communicate with internal staff to uphold standard within the office. • Good time management skills with the ability to prioritise workloads effectively. • Sound understanding of confidentiality and data protection. <p>Desirable</p> <ul style="list-style-type: none"> • Educated to Degree level or QBE • Previous experience of HR and Customer Relationship Management (CRM) software • Previous experience of health and safety policies and practises.
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • A passion for the community and making a difference. • A friendly, positive 'can do' and courteous attitude. • A commitment to the aims, vision and values of Sale Sharks Foundation • Ambitious and driven with a willingness to learn. • Ability to work within a team and foster good working relationships as well as being able to work alone. • Excellent organisation and time management skills • Excellent communication and motivation skills • A positive attitude towards professional development and their own learning • Willingness to work flexible hours • A desire to constantly evaluate and improve on your performance and that of your department, through self-reflection and feedback • Full driver's license and use of a vehicle

TO APPLY

To apply, please upload your **CV** and **Covering Letter**, detailing why you're our ideal candidate for the role, via our [online recruitment portal](#). In addition to this, please complete our online [Equity, Diversity & Inclusion Form](#).

If you are experiencing any problems with applying online, please contact foundation.hr@salesharks.com

Please do not hesitate to contact Jack Leech, Head of Rugby Development & Operations, via jack.leech@salesharks.com or 07355 092114 if you would like to discuss the role in more detail.

Sale Sharks Foundation is an equal opportunities employer and encourages applications from all sections of the community. The successful candidate will undergo an enhanced DBS check to work with children and adults at risk and employment will only be offered the role if a clear check and suitable references are received back.

Please note, you must have the right to work in the UK without sponsorship.

Unfortunately, we are unable to offer feedback on individual applications.

Please note only candidates selected for interview will be notified. If you've not heard from us within 3 weeks unfortunately you have been unsuccessful this time.