

Job Description



The Club's Official Charity

Post Title

Administration and Sales Executive.

Department/Location

Lotteries/Promotions.

Reports to

Promotions Manager.

Purpose of the Role

To fulfil a range of administrative duties associated with running our established lottery, and to contribute to revenue generation through effective sales processes.

The post holder will be required to actively engage in selling lottery tickets/products, through a range of channels including telesales and in person.

Functional Links

Internal: Chief Revenue Officer.
Chief Operating Officer.
Lotteries/Promotions team.
Marketing team.
Staff and managers throughout the organisation.

External: Business owners/managers.
Members of the public.
On the Move Agents.

Key Performance Indicators

- Annual revenue targets for lottery sales are at or above the expected levels.
- Increased membership of the Blue and White Members Club in accordance with specified targets.
- All match day activities are well-coordinated and managed.

Role Specific Responsibilities

The post holder will be required to:

- Sell 'On the Move' lottery tickets to a range of people.
- Collect money from sales of 'On the Move' lottery tickets.
- Liaise with a wide range of potential customers including pubs, clubs, and other businesses.
- Attend home matches and sell half-time draw tickets.
- Distribute flyers and posters in the local area (Kirklees), promoting the 'On the Move' lottery and the Blue and White Members Club.



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- Engage with customers and potential customers through telephone sales and cold calling.
- Undertake administrative duties including maintaining the Lotteries database.
- Fulfil general office duties including filing, photocopying, and banking.
- Work collaboratively as a member of the team.

This job description is not intended to be exhaustive, and the post holder is required to undertake any other duties as may reasonably be required by the Promotions Manager, the Chief Revenue Officer, or any other senior leader within the Club, commensurate with the level of the post.

Behaviour/Conduct

The post holder is required to:

- Be proactive with workload and interventions.
- Seek to continually develop their skills and knowledge.
- Adopt an organised and structured approach to fulfilling the duties and responsibilities of the role.
- Communicate appropriately at all levels.
- Be flexible to fit the development and growth of the organisation.
- Be flexible in hours of work.
- Be trustworthy and adhere to the Club's Code of Conduct and Ethics.
- Adhere to protocol and respect confidentiality in all matters, also protecting any data relating to the area of work in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.
- Consistently demonstrate high standards of behaviour and appearance and encourage the same from others.
- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people.
- Respect others and behave in an inclusive and non-discriminatory manner, taking account of all protected characteristics, as specified in the Equality Act 2010.

Additional Information

Safeguarding:

Huddersfield Town Association Football Club (HTAFC) Ltd. is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



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It is anticipated that the role of Administration and Sales Executive will involve the supervision of and work with children and young people or vulnerable adults; therefore, the post holder will require an Enhanced Criminal Records Check (CRC) through the Disclosure and Barring Service (DBS) and clearance for work in football by the FA.

Applicants must disclose all previous convictions including spent convictions in accordance with the associated legislation. The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

The post holder will also be required to undergo Safeguarding Training, to be agreed with the Head of Safeguarding.

Equality, Diversity, and Inclusion:

Huddersfield Town AFC and the Huddersfield Town Foundation are diverse environments in which we respect all characteristics under the Equality Act 2010; we want everyone to feel valued and included within the Club and Foundation and to be able to achieve their full potential.

We have a zero-tolerance approach to any form of discrimination, and we are committed to the redress of any inequalities by taking positive action where appropriate. All employees are required to support and uphold this zero-tolerance approach and contribute to our 'Terriers Together' Equality, Diversity, and Inclusion Strategy.

The post holder will be required to sign and return a copy of this document to the Human Resources Manager on accepting an offer of employment.

Accepted by:

Name (Printed)

Name (Signed)

Date

This Job Description was reviewed in May 2024.

The proposed review of this Job Description is July 2025.

Person Specification

Post Title

Administration and Sales Executive.



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Area of Expertise	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Previous and proven track record in sales and income generation. • Experience of liaising with people in a wide range of industries and professions, in a polite, courteous, and respectful manner. • Proven experience in an administrative role, including the ability to track sales, payments, and outstanding debts. 	
Qualifications and Professional Accreditation	<ul style="list-style-type: none"> • A good standard of general education including English and Maths. 	<ul style="list-style-type: none"> • A customer service qualification. • Sales and account management training.
Specific Skills and Knowledge	<ul style="list-style-type: none"> • Excellent IT skills including proficiency in all Microsoft Office applications. • Confident in speaking to a range of stakeholders, both internally and externally. • Excellent communication skills, both written and verbal. • Effective selling skills, including both telesales and in person. • Excellent administrative and organisational abilities. • Strong numeracy skills. 	<ul style="list-style-type: none"> • Knowledge of lotteries, lottery systems, and associated administration.
Additional Requirements	<ul style="list-style-type: none"> • Flexible approach to work and working hours, to meet the demands of the role. • Professional appearance. 	



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Area of Expertise	Essential	Desirable
Additional Requirements (continued)	<ul style="list-style-type: none">• Able to travel to a wide range of locations, using own or public transport.• Committed to equality and diversity initiatives, and inclusive practice.• Committed to safeguarding children and young/vulnerable adults, and suitable to work with individuals in these groups.	

