

Technical Platforms Administrator – Job Description

The Albion Foundation is the official charity partner of West Bromwich Albion Football Club.

A Proud Albion Family, Engaged, Inspired and Achieving its Potential.

Making a measurable difference in the heart of our community.

We Care About Making a Difference.

Diversity is important to us; Growing, Maintaining and Promoting a diverse team is top priority for us. We encourage applications from a diverse range of suitably qualified candidates and would encourage Sandwell residents to apply.

Job Title:	Technical Platforms Administrator
Reports to:	Admin & Office Coordinator
Contract term:	Temporary, Maternity Cover (Full-Time)
Hours	37.5 hours per week
Department:	Back Office
Salary:	Band £22,500. - £24,999.

Job purpose:

The Albion Foundation is the charitable arm of West Bromwich Albion FC, dedicated to using the power of football, sport and education to positively impact the local community.

We are seeking an experienced, motivated and skilled **Technical Platforms Administrator** to provide maternity cover in a full-time capacity. The role is pivotal in ensuring smooth operation of the Foundations digital platforms and IT systems, supporting both our staff, customers and programme delivery.

This role would suit someone with strong technical skills who can manage multiple platforms, troubleshoot issues, and assist with system improvements, whilst managing day-to-day operational tasks.

Play a key role in the Foundation's vision of creating a proud Albion Family, engaged, inspired, and reaching its potential. Making a measurable difference in the Local Community.

Key responsibilities:

Back Office:

- **Line Manage** the Technical Platforms Administrator within the Back Office team and support the wider team in ensuring the internal communication platforms such as SharePoint, are up to date and all staff are fully informed. Work with the wider team to support the set up and maintenance of these platforms.
- **Platform Management:** Oversee and maintain the Foundation's technical platforms, including Participant UK, SharePoint, Salesforce and other digital resources.
- Deliver day-to-day back-office tasks to a high standard, including answering phone calls and dealing with staff requests.
- **Technical Support:** Provide technical support to the Admin & Office Co-ordinator and staff to ensure all personnel files are up to date on the on-line systems and assist with administration tasks.
- **Compliance & Security:** Ensure that all digital systems comply with data protection regulations and maintain high security standards to protect sensitive information.
- **Training & Documentation:** Provide training and create documentation for staff to ensure they are confident using technical platforms effectively and efficiently.
- Support the admin and booking systems seeking to improve the customer experience.
- Support the smooth running of the office environment, ensuring it is a work friendly environment that enables staff to do their best work.
- To ensure all aspects of The Albion Foundation are professional, organised, and effective.
- To adhere to all relevant safeguarding policies and procedures and report any concerns.

Teams Club secretary:

- Lead on Whole Game system, ensuring all programme leagues have players and staff correct on the system.
- Communicate with the Admin & Office Coordinator, if any qualifications for staff need updating.
- Lead on the logistics of all teams within the Foundation to support with team/staff communication, match day details, venue bookings, payments and additional responsibilities. (This will be a phased approach, with girls taking priority and moving onto boys, SEND and Post 16 teams where possible).
- To work with lead staff from all TAF teams to be responsible for ensuring all player and team information and schedules for fixtures are up to date and accurate. Ensuring that we meet all set criteria and deadlines set by the FA Whole Game System.

Impact:

- Lead on communication with programme leads to ensure all sessional data is captured and registers are up to date each month. Support staff where needed in uploading data to the relevant database.
- Once data has been collected, use initiative to showcase the impact programmes are making.
- Lead on staff being responsible for uploading data to Substance Views or Salesforce, for all events and activities, monitoring sign ups regularly.
- Work closely with Head of Behaviour Change to support the collation of data for our Monitoring and Evaluation system.
- Compliance with TAF policies and overseeing policy implementation and review.
- Compliance with data protection, safeguarding and health and safety guidelines.
- To undertake such other duties as may be reasonably expected.

For all Albion Foundation staff

- To demonstrate all Albion Foundation 'Core Values and instil in others.
- Promote a positive and professional image at all times including appearance and punctuality.
- Have an understanding of the Albion Foundation departments and projects and encourage additional participation.
- Attend performance reviews, staff meetings and training as requested.
- Any other duties deemed appropriate by line manager or equivalent.

Technical Platforms Administrator – Person Specification

Education & Qualifications	Essential	Desirable	Measured
5 GCSE's (grade C or above) including Math's and English	✓		Application
Knowledge & Experience			
Previous experience with technical platforms and IT systems	✓		Application/Interview
Strong knowledge of CRM systems or cloud platforms (Microsoft 365, Google Workspace) and database management	✓		Application/Interview
Experience of working in the charitable or non-profit sector		✓	Application/Interview
Knowledge of data protection regulations (GDPR) and experience maintaining secure IT systems			
Skills & Abilities			
Ability to work independently using own initiative and be able to delegate effectively	✓		Interview
Experience of line managing individuals	✓		
Excellent communicator at a variety of levels	✓		Interview
Excellent organisational and planning skills with an ability to meet deadlines and to prioritise workload	✓		Interview
Attention to detail, self-motivated and driven.	✓		Interview
Strong commitment to professionalism and customer service.	✓		Interview
Ability to form strong, appropriate relationships, be confident and resilient.	✓		Interview



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Personal			
Ability to work flexible hours, including evenings and weekends, to accommodate the local communities' schedules.	✓		Interview
Must satisfy relevant pre-employment checks including two current references relevant to the position, right to work in the UK and Enhanced DBS checks	✓		Pre employment checks
Hold a valid driving licence and have access to own transport		✓	Interview
Strive to achieve and work towards The Albion Foundation's vision, strategy, and core values.	✓		Interview
A commitment to the principles of Equality and Diversity	✓		Interview
Equality & Diversity			
Able to work within a diverse community and draw on individual strengths to promote equality & diversity.	✓		Interview
Must be able to recognise discrimination in its many forms and adhere to the Foundation's Equality policies	✓		Interview
Additional information			
<p>This job description aims to provide a guide to the main roles and responsibilities involved in the post at the date that it is drawn up; it does not provide an exhaustive list.</p> <p>TAF (The Albion Foundation) changes to meet the demands of customers and stakeholders, therefore duties included in the role may change and job descriptions will be reviewed and updated accordingly. Employees are expected to be adaptable and employ a flexible approach to their work.</p> <p>All staff are expected to:</p> <ul style="list-style-type: none">• Demonstrate and uphold TAF's values, adhering to the Staff Code of Conduct.• Conform to TAF's Safeguarding policy, demonstrating a commitment to safeguarding and the welfare of all young people and vulnerable adults.• Conform to TAF's Equality and Diversity policy and championing improvements.			



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- Attend and participate in INSET/training days and continually commit to build on your personal Continual Professional Development.