

## JOB DESCRIPTION

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| <b>JOB TITLE:</b>                    | FUNDA Office Admin Support                         |
| <b>SERVICE:</b>                      | FUNDA – Office Admin Support                       |
| <b>PROJECT:</b>                      | Physical Education, Inclusion, Health & Well-being |
| <b>REPORTING TO:</b>                 | Dan Cooper – Office & Customer Care Officer        |
| <b>SUPERVISORY RESPONSIBILITIES:</b> | Childcare Holiday Camp Activities                  |
| <b>SALARY RANGE:</b>                 | Starting from £8.91phr (Basic)                     |

### CONTEXT:

FUNDA Physical Education, Children’s Activity & Childcare Provider is multi-award winning, OfSTED registered and officially recognised by Her Majesty The Queen.

FUNDA partners over 90 schools across the UK, our programmes reach out to millions of children, teachers, parents and educators worldwide.

FUNDA provides the ultimate, cost-effective physical activity based childcare. FUNDA is renowned for its education resources, services & programmes for children aged 4 to 11 years old.

**‘Our Mission Is To Make A Positive Difference To Children’s Lives Every Day.’**

FUNDA is recruiting enthusiastic, passionate, motivated and caring individuals to join our GROWING FUNDA team.

We are recruiting enthusiastic, passionate and motivated individuals to join our growing FUNDA team on a PART TIME basis all year round working during our Holiday Camps during the school holidays, commencing July 2021. This role is flexible, however we are looking for applicants who would like to work at least full weeks with hours between 8:00am–6:00pm.

As a vital member of the team the **Office & Customer Care Officer** is responsible for the planning, preparation, communication and execution in and out of the office the **"FUNDA WAY"**.

You will fill your role fronting and protecting the FUNDA brand at our FUNDA Head Office, you will also have opportunities to socialise, meet, greet and take care of our FUNDA customers outside of the office on a daily/weekly basis.

You will meet our FUNDA loving customers outside the office, you will also handle all customer communications and feedback making sure every customer is followed up in a professional, caring and loving manner.

### PURPOSE OF THE ROLE:

- Support Customer Care during school holidays, answering the phone, replying to emails and general office tasks.
- Reporting and managing feedback from customers on a daily basis.
- Making sure our FUNDA office is a creative, clean and well organised and managed space.
- Attend regular meetings as part of our FUNDA management team.
- Develop new exciting ways to care for our FUNDA loving customers.
- Making sure tasks are followed through from the office to the front line.
- Meeting and greeting FUNDA business clients and customers at head office.
- Make a positive difference to children’s lives every day

#### MAIN DUTIES & RESPONSIBILITIES:

- To be an enthusiastic point of contact for all FUNDA Customers.
- Answering FUNDA Telephone and responding to emails/other communications.
- To communicate with FUNDA SLT, customers and our FUNDA team effectively.
- To perform basic administrative tasks.

#### GENERAL:

- To be committed to ensuring equality of opportunity and access to all services
- To undertake any other duties, training or meetings within competency as required
- To be open minded learning new skills, and attend educational professional development and training sessions.
- To abide by the philosophy, organisational policies, code of conduct and delivery practices and values of FUNDA
- Gain valuable business, office and customer relations skills
- A Fun engaging position with opportunities for future growth/development
- **FREE Childcare whilst working with FUNDA all year round\* 4-14 Years. (This being at Burnley College Holiday Camps & Childcare)**

#### How To Apply:

To apply, please email a copy of your CV and FUNDA application form which can be downloaded by [CLICKING HERE](#) to [phil@FUNDAactive.com](mailto:phil@FUNDAactive.com)

**Philip Parker (C.O.O)**

**FUNDA**

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