

BUNKERS!

CRAZY GOLF & DRINKS

JOB DESCRIPTION

LOCATION: Romford
POSITION: Administrator
REPORTS TO: General Manager

TO APPLY

EMAIL:
info.romford@bunkersuk.com

VISION OF THE ROLE:

To support the General Manager with the coordination and completion of all administrative tasks.

To safeguard the long-term success of BUNKERS! Romford for its stakeholders, the Administrator will display determination and focus in ensuring that all the elements of BUNKERS! Romford administration are completed to the highest level ensuring compliance, accuracy and efficiency.

MEASUREMENT OF SUCCESS:

The Administrator will be measured against key criteria:

- Operating profit (derived from income, retail and F&S sales)
- Annual measurement of staff engagement
- Customer loyalty measured by Net Promoter Score (NPS)
- Audits
- General / Assistant General Manager reviews, operational feedback, and personal objectives

KEY RESPONSIBILITIES:

- Support management with the care and maintenance of all assets, inventory, and resources of the location.
- Assist the management in implementing Health and Safety procedures that comply with up-to-date legislation, ensure they are clearly communicated, effectively monitored, and regularly reviewed.
- Prepare for, attend, and contribute to departmental and organisational meetings as required.
- Ensure recruitment is completed ethically and legally. Job descriptions and offer letters issued. Compliance with Right to Live & Work laws and references sought and confirmed.

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- Oversee all employee absence and annual leave requests and documentation.
- Ensure personal compliance within the BGL Academy is 100% at all times.
- Maintain a strong network with fellow Adventure Leisure Administrators to support robust collaboration.
- Monitor all financial controls.
- Complete financial procedures for support office departments as required.
- Adhere and monitor compliance of purchasing policies and procedures.
- Ensure all BGL procedures and policies are adhered to.

ROLE SPECIFIC REQUIREMENTS:

- Exceptional time management, organisation, and prioritisation skills
- Excellent Communication Skills
- Good Presentation Skills
- Highly numerate and literate

PREFERRED QUALIFICATIONS & EXPERIENCE:

Education:

- GCSE Maths and English

Experience:

- Administration
- Using Outlook, Excel, Word, PowerPoint
- Preparing and delivering reports

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OUR VALUES:

We expect all our staff to strive to:

- Maintain open and honest communication with our customers, both internal and external, at all times
- Create and have a positive impact on our local community. Supporting regular neighbourhood events and working closely with society
- Protect and nurture our environment, consider everything from alternative work methods through to maintaining and supporting our local wildlife
- Support each other in everything we do, recognised, and develop each individuals potential
- Take complete ownership of their own actions and have pride in what they do
- Deliver to our customer's consistent high levels of service, quality, and value in everything we do
- Look for alternatives to what we do seeking out and exploiting natural resources