



## MEMBERSHIP AND RANKING MANAGER

<b>Status:</b>	Full Time Permanent
<b>Remuneration:</b>	£21,000 to £24,000 depending on experience
<b>Department:</b>	Marketing and Communications
<b>Responsible to:</b>	Head of Marketing and Communications
<b>Direct Reports:</b>	Membership and Ranking Assistant
<b>Location:</b>	Head Office, Milton Keynes

The English Table Tennis Association is the National Governing Body for table tennis in England. The ETTA has recently undertaken a complete review of its strategic direction including a significant restructure and governance review to align the organisation with new targets through to March 2017 and beyond. This will coincide with a re-branding exercise and a relocation of the Head Office function to Milton Keynes in March 2014. All these factors will signal a major change in the growth and development of Table Tennis in the years ahead.

### JOB SUMMARY:

To produce monthly ranking lists for 'seeding' purposes along with a published ranking booklet for players and organisers. To produce Membership Cards. To provide a point of reference for all players and tournament organisers. To oversee the IM system day to day operations and maintain excellent quality of data.

### KEY RESPONSIBILITIES

- To oversee the Membership and Ranking Department ensuring workloads are delegated appropriately.
- To prepare, enter and verify results (c. 75,000 per season) from UK tournaments and international tournaments when the England team are playing.
- To produce the monthly Ranking Booklet and Ranking Lists for publication.
- To produce monthly Audit Trails for players to show how their results have been entered and analysed.
- To act as a point of reference for players who have any problems with their results/ranking.
- To provide a point of contact for all Tournament Organisers, to assist them with up-to-date ranking information and membership check for their tournament entrants.
- To provide support and guidance for ETTA Members with registration or annual renewal of memberships.
- To maintain the accuracy and quality of information held on the Membership Database.
- To provide reports on Membership Data to the senior management team, as required.
- To provide accurate data files to the printers weekly, to enable Members to receive their cards in a timely fashion and at minimum expense to the ETTA.
- To attend Ranking Policy meetings as the ETTA Staff representative.
- To undertake all aspects of recruitment and training of staff in the department.
- Reports to Head of Tournaments Committee re OT5's
- Handle the administration of sanctions against players.
- To manage the workload of the Membership Data Officer and be responsible for the quality and timeliness of the membership data
- To update the database with membership information/player details.
- To process and issue new memberships applied for either by mail, telephone or on-line renewal.
- To monitor/answer or forward all emails in the ETTA Admin inbox.
- To provide telephone cover (main Switchboard) when necessary.
- To provide cover for postal duties when necessary.
- To provide details of the England Team, British League, County and National Championship results for publication in the Annual Report.
- To liaise with other National Table Tennis Associations regarding affiliation and ranking issues.
- To provide support for tournament organisers and events.

Other duties as may reasonably be required from time to time commensurate with the business of the ETTA.



#### **PERSON SPECIFICATION/KEY SKILLS**

- Basic knowledge and understanding of ETTA structures and programmes
- A good knowledge of Information Technology particularly spreadsheets and database applications
- Ability to produce management statistics and reports and manage the work of others in the team
- Ability to manage a heavy work programme and work to set priorities
- Have effective communication skills (written and verbal diplomacy skills)
- Be self motivated
- Have a positive attitude to equal opportunities
- Able to be flexible in approach and work as a member of a team.
- Willingness to work occasional unsociable hours

The ETTA is an equal opportunities employer. A copy of the policy can be found on the ETTA website.

January 2014