**Job Description:**

**Governance and Operations Administrator**

Contract: Fixed Term (until 31st October 2026 – subject to resources and performance there may be potential for extension. Multiple posts may be available)

Location: Based at Glasgow National Hockey Centre.

Reports to: CEO, Scottish Hockey

Salary: £24K (37.5 Hours a week) Job Level 1

**Role Purpose**

Scottish Hockey is recruiting for one or more Governance and Operations Administrator roles. These roles will act as a first point of contact with clubs and stakeholders, ensuring that enquiries and information from clubs, members, partners, and colleagues are handled clearly, consistently, and in a timely manner. Postholders will provide administrative and operational support across governance, communication, and organisational processes, including maintaining records, preparing materials, and assisting with meetings, projects, and events. This role offers an excellent opportunity for those at the start of their career to gain insight into multiple areas of sport while contributing to Scottish Hockey’s growth, compliance, and organisational effectiveness.

**Key Responsibilities**

**Club & Stakeholder Communication**

* Act as a first point of contact for clubs, members, and partners, ensuring enquiries are addressed clearly, consistently, and in a timely manner, with effective follow-up where needed.
* Coordinate proactive communication with clubs, members, and partners, ensuring messages are timely, clear, and consistent, particularly on governance and operational matters.
* Assist in preparing reports, updates, and presentations that provide clarity for decision-making and strengthen understanding among clubs and stakeholders.

**Governance Support**

* Provide coordinated support to Board, committees, and sub-committees, ensuring effective preparation, distribution, and recording of key governance materials.
* Contribute to the maintenance of accurate records, statutory filings, and governance documents, supporting compliance across the organisation.

**Operational Administration**

* Support the CEO and wider organisation with general administration, scheduling, correspondence, and records management.
* Contribute to smooth organisational processes, including project administration, data management, and routine financial administration.
* This is a wide-ranging and varied role, offering an excellent opportunity to gain experience across different areas of the business. Responsibilities may include, but are not limited to, supporting compliance and safeguarding processes (e.g. PVGs), assisting with wellbeing initiatives, providing administrative support to pathway programmes, and contributing to participation, volunteering, and inclusion activities such as competitions and events

**General Duties**

* Contribute to continuous improvement of office systems, processes, and administrative procedures.
* Undertake any other duties as required by the CEO to support the effective running of Scottish Hockey.

**Essential**

**Qualifications & Experience**

* Degree in a relevant subject. Equivalent experience gained through employment, volunteering, or study may be considered in exceptional cases.
* Some experience in administration or office-based work.
* Confidence using Microsoft Office (Word, Excel, Outlook) and willingness to learn new systems.
* Good organisational skills and attention to detail.
* Ability to communicate clearly and professionally, both in writing and verbally

**Skills & Abilities**

* Willingness to learn and develop skills in governance, operations, and communication.
* Ability to manage multiple tasks with support and guidance.
* Strong interpersonal skills and ability to work well in a team.
* Accuracy and reliability in completing tasks.
* Ability to handle information sensitively and maintain confidentiality.

**Personal Attributes**

* Proactive, flexible, and willing to take on new tasks.
* Committed to promoting equality, diversity, and inclusion.
* Interest in sport, particularly hockey, and enthusiasm to provide high quality support to clubs and communities.

**Desirable Qualifications & Experience**

* Experience working or volunteering in a sports organisation, third sector, or membership-based setting.
* Experience supporting projects, events, or meetings (e.g. taking notes, preparing simple documents).

**To Apply**

Submit your CV and a covering letter outlining your suitability for the role to hr@scottish-hockey.org.uk by 9th October 2025. Interviews will take place week commencing 20th October. For a confidential conversation, please contact Lloyd Sammeroff on 0141 550 5999 (Option 5) or lloyd.sammeroff@scottish-hockey.org.uk