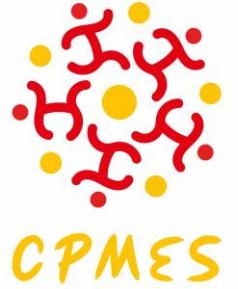


Module 1

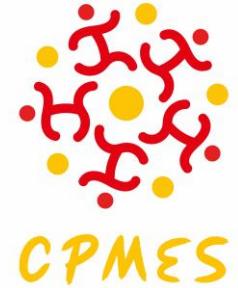


ADMINISTRATION AND HUMAN RESOURCES MANAGEMENT IN SPORT



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OFFICE ADMINISTRATION



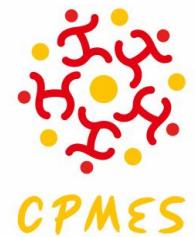
An office administrator is an **administrative professional** who performs a variety of clerical tasks to **help an organization's operations run efficiently**.

Depending on their industry, office administrators' primary **duties may include**:

- providing administrative support to staff;
- organizing files;
- arranging travel for executives;
- performing bookkeeping;
- processing payroll.



OFFICE ADMINISTRATION



Additional Responsibilities of Office Administrator

- **Overseeing** administrative functions and **supervising** other members of the administrative staff.
- **Greeting** clients, **answering** phones and **replying** to client emails.
- **Operating** and **maintaining** office equipment such as copy machines, fax machines and computers.
- **Conducting** research and **compiling** reports for supervisors and other employees.
- **Scheduling** meetings and events, and **organizing** any necessary materials for them.
- **Assisting** human resources with hiring and onboarding new employees.

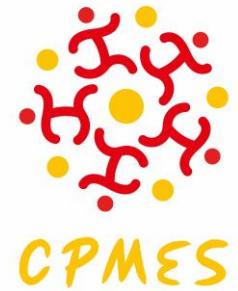


TYPES OF OFFICE ADMINISTRATION JOBS

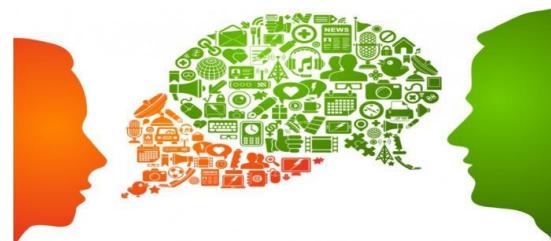
- **Corporate Office Management** - include the manager at each branch of a given company. The district manager (typically located at the head office) oversees all other branch managers.
- **Medical Office Management** - requires detailed knowledge of anatomy and lab procedures, as well as health care laws.
- **Legal office management** - require practical law experience and an extensive understanding of law procedures.
- **Virtual Office Management** - Rather than work for one business at a time as a full-time employee, virtual office managers often work for several smaller companies part-time.



SKILLS OF OFFICE ADMINISTRATOR



Organization Skills



Communication Skills



Computer skills



Research and analysis
skills



Attention to detail

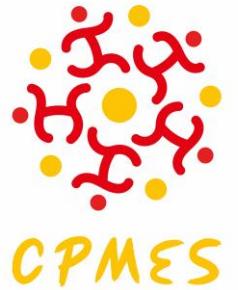


Flexibility



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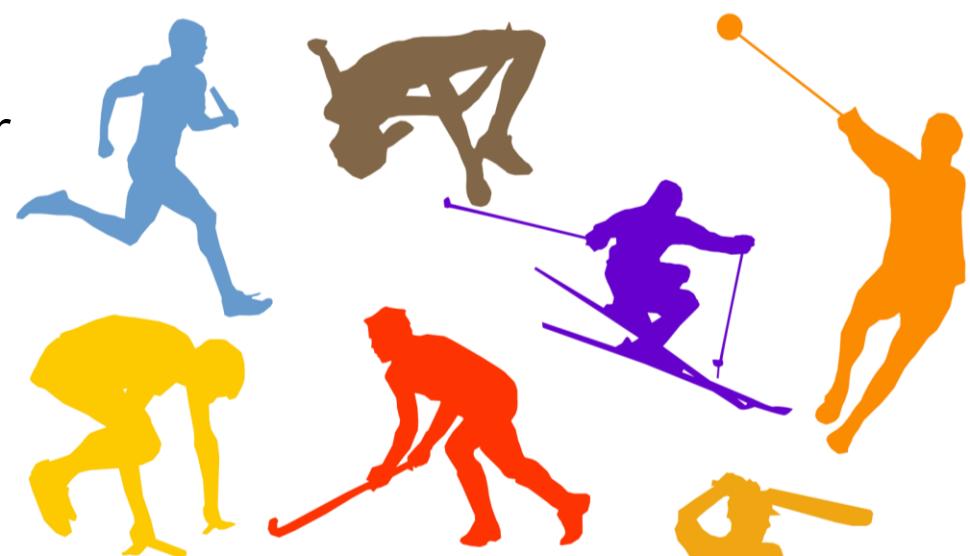
OFFICE ADMINISTRATION IN SPORTS



Office Administrator in Sports field is also known as Sports Administrator.

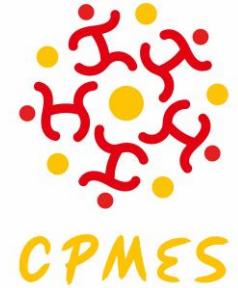
Sports administrators manage sports clubs, associations and peak bodies, undertaking activities such as promoting their sport, obtaining corporate sponsorship and refining the rules and structure.

Sports administrators usually work with a voluntary board or committee to develop strategies and programmes.



SPORTS ADMINISTRATOR

RESPONSIBILITIES



- Answer phone calls and respond to emails;
- Manage departmental budgets;
- Order sporting and office equipment as needed;
- Schedule practice times;
- Plan fundraisers;
- Organize sporting events such as tournaments;
- Hire and train new staff.

Depending on the sector the sports organization / club / etc. is, the responsibilities can change.



SKILLS OF SPORTS ADMINISTRATOR

The skills you'll require depends on the nature of your employer.

For example, in a **national sports club** there will be an emphasis on commercial awareness, marketing and promotion, while in **the public sector** there will be added responsibilities related to funding and policy.



SKILLS OF SPORTS ADMINISTRATOR (2)

General skills may include –

- a strong **interest** in sport and an awareness of the issues affecting the sports sector;
- **good IT and administrative skills** and a high level of **attention to detail**;
- **commercial awareness** and a **professional approach**;
- a high degree of **self-motivation** and a **drive** for change and improvement;
- an **enthusiastic personality** and **resilience** to deal with uncertainty;
- the **ability to build and maintain** effective relationships and to **communicate** well with a variety of people;
- good **planning, organizing** and **time management** skills;
- the ability to **work well in a team**, in a dynamic and customer-focused environment;
- the ability to **project** a positive image of sport to people at all levels.



WHAT IS HUMAN RESOURCE MANAGEMENT?

Human resource management (HRM or HR) is the strategic approach to the effective and efficient management of people in a company or organization such that they help their business gain a competitive advantage. It is designed to maximize employee performance in service of an employer's strategic objectives.

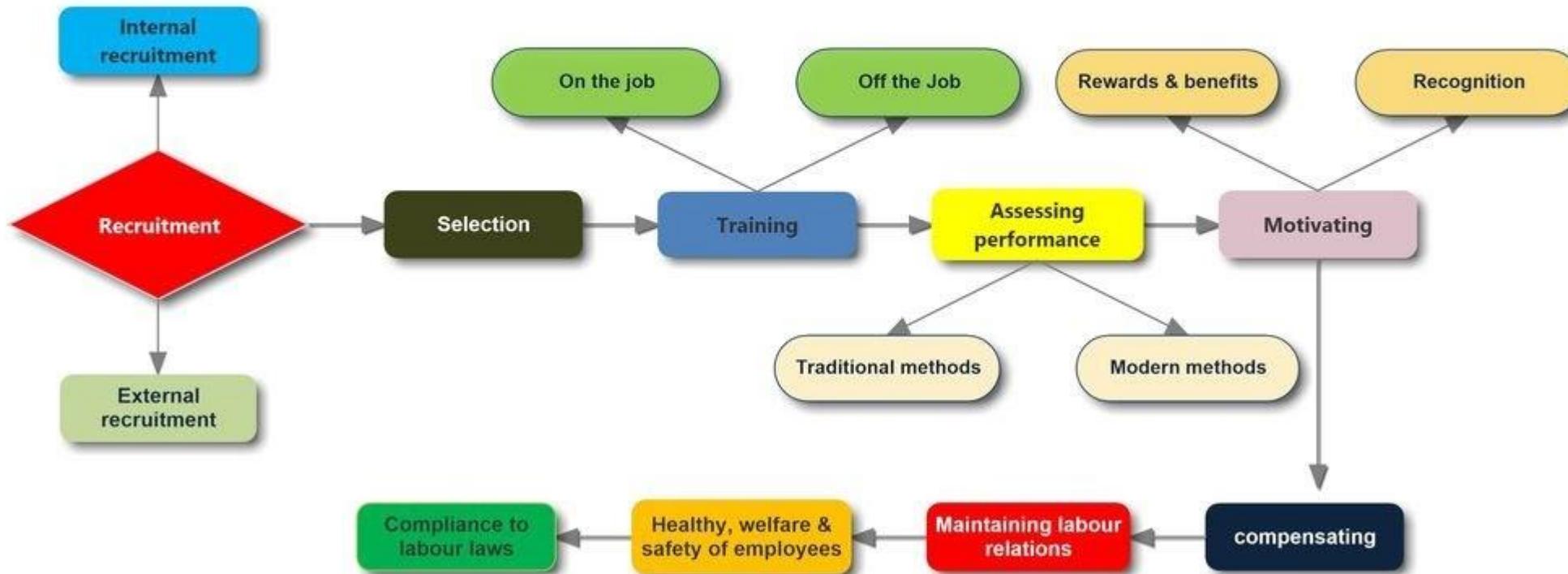
Human Resource Management is a **multidisciplinary subject**:

- It includes the study of management, psychology, communication, economics and sociology.
- It also deals with building team spirit and teamwork.
- It is a continuous process.



HRM PROCESS

www.whatishumanresource.com



HRM PROCESS (2)



HR MANAGER SKILLSET



HUMAN RESOURCE MANAGEMENT

IN SPORT



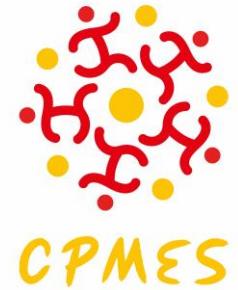
Human Resource Management (HRM), by its nature, is most productive in environments that focus on human capital, which is the **primary resource of the sports industry**. After all, sport is, in essence, the production and consumption of human (sporting) performance and effective management of that resource is paramount in achieving positive outcomes for organizations.

Following **good HRM practice** can **enhance** the sporting performance of an organization.

It is necessary for sports organizations to develop a basic human resource management plan for how to functionally operate, and it is equally important to use the planning process in all facets of human resource activities to determinate the right number and the right mix of employees.



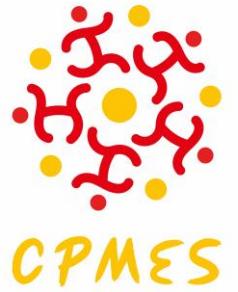
HRM IN SPORT



Human Resource Practices for sports organizations of any size **include**:

- **Well defined and current job descriptions** – Club executives and directors need to know what skills, knowledge and abilities they need to hire.
- **Employee orientation** - If you don't engage an employee on their first day, they will not stay, which results in expensive turnover costs.
- **Sound hiring practices** - Ensure you have fair and consistent recruitment practices in place to eliminate the risk of making poor hiring decisions.
- **Performance management** - Employees need to receive feedback on how they're doing, and to provide input into how they believe they can improve on their performance.
- **Employee guidelines** - Written employee policies and procedures provide guidelines to employees on various issues such as overtime, sick pay, hours of work, etc.
- **Compensation** - Ensuring you are paying market compensation rates.
- **Training and development** - can consist of on-the-job training, lunch and learn sessions, relevant reading, online courses/workshops, external courses, etc.





THANK YOU!



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