

About The Auto-Cycle Union Ltd

The Auto Cycle Union (ACU) is the National Governing Body for motorcycle sport in the British Isles (less Northern Ireland). Formed in 1903, the ACU is a founding member of the World Governing Body for motorcycle sport, the Federation Internationale Motocyclisme (FIM). As such, the ACU is internationally recognised and respected for its role in furthering the interests of motorcycle sport both in the UK and on a global basis.

The ACU represents 21,000 licence holders, 3,000 volunteer Marshals and Officials, 550 members Clubs, divided into 20 Local Centres and issues up to 1900 motorcycle sport permits each year.

Domestically, the ACU provides for all forms of motorcycle sport ranging from Road Racing to all disciplines of Off Road activity (Motocross, Trials, Enduro, Grass Track and Speedway) and has successfully organised world class events such as Moto GP, World Superbikes, Motocross Des Nations, Motocross Grand Prix, Trials Des Nations and currently through ACU Events Ltd, organises the Isle of Man TT Races, Manx Grand Prix and the Southern 100 Road Racing events on the Isle of Man.

In its capacity as the National Governing Body, the ACU sets the Standing Regulations for the various aspects of the sport which ensures consistency in standards across all disciplines. It sets, checks, and revises safety standards, which ensures that motorcycle sport is an insurable commodity. The ACU provides training for licenced Clerks of the Course and Stewards and provides training for Marshals and Observers to ensure track and event safety.

It retains a body of medical advisors. It tracks the progress of national championships and contributes to the wider world of motorcycling that makes international competition happen. ACU Ltd is a member of an organisation who are in constant contact with various Government departments to defend and develop the sport of Motorcycling.

Job Title:	Receptionist
Reports To:	General Secretary
Main Place of Work:	ACU House, Rugby
Working Hours:	20 hours per week

Overview of the Post:

The Receptionist will join a busy friendly team based at our head office in Rugby, reporting to the General Secretary. The post holder will be the main point of contact as the role will cover the reception operation of ACU House. Greeting various guests, visitors, telephone callers and email contact. Providing a first-class service to the Board of Directors, Centres, Clubs, Members, and staff. The post holder will be expected to represent the ACU in a professional manner.

The Receptionist will be a visible member of the office team and someone who is central to managing the front office functions and office processes involved in supporting, promoting, and developing UK Motorcycle Sport.

With a willingness to learn, the post holder will be expected to display excellent organisational skills, great diligence, and a positive, can-do attitude. To be successful, the post holder must be a team player and will be a naturally collaborative and inclusive member of the team.

Duties and Responsibilities:

The post holder will be responsible for the following:

Reception

- Keeping reception tidy.
- Signing in and greeting visitors.
- Sorting incoming post.
Date stamp post and disperse post in a timely manner.
- Frank outgoing post & packages by best economy.
log sign for and recorded deliveries.
- Manage the reception phone and transfer calls in a timely manner.
Take messages and email these to the recipients.
Listen to voice mail messages and respond to them accordingly.
- Manage reception email box, respond to and direct emails in a timely manner.
Know when to escalate any urgent enquiries to Management.
- Scanning/filing/copying/ printing documents and saving documents as required.
- Process Benevolent Fund badge orders, take telephone payments and record information in Excel. Package and post badges.
- Email Finance department monthly with Ben Fund badge payments/orders.
- Order office stationery when required from Viking and Amazon.
- Process stationery order requests from Clubs.
Take payments if required or notify finance the amount to invoice.
Package items for delivery and source the most economical method of delivery.
Record stock levels and conduct regular stock checks to identify items to be ordered.
- Update diary with any meeting requests.
- Assist other departments with heavy workloads on an ad hoc basis.
- Monitor franking machine funds and supplies and top up/order, as necessary.
- Assist Office Manager with weekly fire alarm testing.



Qualifications, Skills & Experience:

Qualifications/Eligibility	Essential	Desirable
<ul style="list-style-type: none"> Educated to GCSE OR equivalent, with competence gained through relevant experience. 	X	
<ul style="list-style-type: none"> Equivalent NVQ/Apprenticeship in Business Administration. 		X
<ul style="list-style-type: none"> Eligibility to work in the UK (information of status will be requested at interview). 	X	
<ul style="list-style-type: none"> Full driving licence 		X
Experience & Knowledge		
<ul style="list-style-type: none"> Administration & Customer Service experience. 	X	
<ul style="list-style-type: none"> Have a working knowledge of a sporting or a membership organisation. 		X
<ul style="list-style-type: none"> Have a working knowledge of the motorcycle industry and or motorcycle sport. 		X
<ul style="list-style-type: none"> Able to work independently and as part of a team. 	X	
<ul style="list-style-type: none"> Excellent people skills. 	X	
<ul style="list-style-type: none"> Excellent verbal & communication skills. 	X	
<ul style="list-style-type: none"> Experienced & competent in using Microsoft office software (Outlook, Word, Excel) 	X	
<ul style="list-style-type: none"> Exceptional telephone skills. 	X	
<ul style="list-style-type: none"> An initiative-taker with good organisational skills who can work under their own initiative. 	X	
<ul style="list-style-type: none"> Able to multitask. 	X	
<ul style="list-style-type: none"> Positive and friendly attitude with a flexible approach. 	X	
<ul style="list-style-type: none"> Excellent time management skills. 	X	
Key Skills		
<ul style="list-style-type: none"> Excellent written & verbal communication skills. 	X	
<ul style="list-style-type: none"> Ability to collaborate with people at all levels within the organisation. 	X	
<ul style="list-style-type: none"> Diligence and a well organised approach to work. 	X	
<ul style="list-style-type: none"> Being prepared to challenge the norm and recommend change. 	X	
<ul style="list-style-type: none"> Ability to prioritise your workload. 	X	
<ul style="list-style-type: none"> Ability to work well under pressure. 	X	
<ul style="list-style-type: none"> Having integrity & discretion when overseeing confidential information. 	X	

The above duties and responsibilities cannot totally encompass or define all tasks which may from time to time by the post holder. The outlined duties and responsibilities may, therefore, vary from time to time without materially changing the character or level of responsibility; the factors are reflected in the grade of the post.

Salary and Benefits:

The salary offered for the part-time appointment is £11,429 dependant on qualifications & experience. There is an annual 'cost-of-living' salary review, which normally takes place in the autumn each year. In addition to the normal English bank and public holidays the post-holder will be entitled to twenty-five working days' holidays pro rata.

The hours of work are 20 hours 10-2 per week Monday to Friday. There may be occasional evenings and weekends working required. Extra working will be agreed beforehand and then given back in toil.

The appointment is subject to satisfactory completion of a three-month probation period, during which the notice period will be 4 weeks on either side.

The post holder is eligible for membership of a Money Purchase Pension plan in which the Company will pay the equivalent of 5% of your basic salary.

Application Process:

Applicants should send a detailed covering letter and CV to trish@acu.org.uk outlining their interest in the role and how their skills and experience would equip them to undertake the position.

The ACU is an equal opportunity employer.