

Job Description – Project Officer – Sport, Participation & Wellbeing

GRADE & SALARY: HSV4-HSV5 per annum plus Performance Related Pay

DEPARTMENT: Sports Development

RESPONSIBLE TO: Senior Project Officer - Sport, Participation & Wellbeing
Project Manager - Sport, Participation & Wellbeing
Sports Development Manager
Deputy Director of Sport

RESPONSIBLE FOR: Sports Activators and Interns
Sports Coaches as appropriate

JOB PURPOSE

To coordinate, implement and oversee the day-to-day running of the University's Active Students / Active Staff programme in line with the current Sport and Active Lifestyles Strategy.

To work under the direction of the Senior Project Officer - Sport, Participation & Wellbeing and Project Manager to plan and deliver a comprehensive programme of sport, wellbeing and physical activity projects for the benefit of University students and staff.

To consistently demonstrate a service excellence mindset and adopt the Sports Villages' Values, Standards and Behaviours. To integrate service excellence throughout the Active Students and Active Staff programme, lead by example and facilitate the education of Activators, coaches and interns to do the same.

To line manage Sports Activators, Coaches and student interns as required.

MAIN DUTIES AND RESPONSIBILITIES

All duties and responsibilities are at the discretion of the Senior Project Officer - Sport, Participation & Wellbeing, Project Manager and Sports Development Manager. The post holder is expected to conduct themselves professionally at all times.

In addition, the Project Officer - Sport, Participation & Wellbeing will be required to work with all staff and teams across Hertfordshire Sports Village.

Responsibilities and Accountabilities:

Key Result Areas	Key Tasks	Key Performance Indicators & Measures
<p>Sports Development - Sport, Participation and Wellbeing</p>	<p>Plan, deliver and be the first point of contact for the day-to-day running of a comprehensive programme of sport, wellbeing and physical activity for the benefit of University students and staff as part of the University wide Active Students and Active Staff initiative.</p> <p>To engage, build rapport with and encourage inclusive participation by all demographics of the student and staff community.</p> <p>Continually review the programme to include events, staffing, marketing & promotion. Monitor and evaluate the programme to analyse student & staff engagement.</p> <p>To assist in the development of the social sport programme (Campus Sport) for the benefit of University Students and Staff as part of the Active Students and Active Staff programme.</p> <p>To work collegiately with University Departments, Schools and Teams, for example the Students' Union and Office of the Dean of Students office to coordinate and deliver events and activities.</p> <p>To positively work in partnership with internal and external agencies where appropriate to support the successful delivery of the Active Student and Staff initiative.</p> <p>To take interest and be aware of current national initiatives and funding sources which could support and assist with the development of the programme.</p> <p>To assist the Senior Project Officer - Sport, Participation & Wellbeing in ensuring all activities planned are always insight-led and consistently meet the needs of students and staff.</p>	<p>The successful and detailed delivery of the Active Students and Active Staff programme with consistent, positive feedback and consistent recorded evidence of good participation numbers and engagement with students and staff.</p> <p>Good participation numbers and engagement with students and staff, including underrepresented groups.</p> <p>Through regular monitoring and recording of all sessions throughout the programme.</p> <p>Successful delivery of Campus Sport programme. Integration and progression of students from Active Students into Campus Sport.</p> <p>Feedback from managers and evidence through delivery of successful working relationships with colleagues.</p> <p>The number and range of successful partnership projects and initiatives.</p> <p>On-going project development, success and variation through monitoring and feedback. Growth in attendance from targeted groups.</p>

	<p>Assist with the collection of insight and the monitoring and evaluation of projects and programmes. Produce regular bulletins providing updates on figures, case studies, employment opportunities etc.</p>	<p>Delivery of updates on time and as requested. Completion of a range of activities to gather insight.</p>
Service Excellence	<p>To embrace a Service Excellence mindset, demonstrating our values, standards and behaviours towards both colleagues and customers.</p> <p>To prioritise delivering an exceptional experience to every customer, every time.</p> <p>To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.</p>	<p>Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.</p>
Staffing & Line Management	<p>To effectively lead and manage the team of Student Activators working on the Active Students and Active Staff programme.</p> <p>To support the pursuit of new developments and initiatives as appropriate, including ways to generate additional income.</p> <p>To integrate a Service Excellence mindset across the team, ensuring they adopt and consistently uphold our values, standards and behaviours.</p> <p>To assist with organising and managing the recruitment of all student activators /coaches with service excellence behaviours in mind. Recruitment should follow University policy and procedures regarding student employment.</p> <p>To positively increase the Active Students and Active Staff brand awareness and visibility to students and staff.</p>	<p>The safe, successful & consistent delivery of the programme.</p> <p>Completed annual appraisal and review process.</p> <p>Student, staff and colleague feedback, NPS, mystery shopping</p> <p>Successful delivery of the programme with required levels of qualified staff in place.</p>
Financial	<p>The post holder will assist the Senior Project Officer – Sport, Participation and Wellbeing with the Active Students & Active Staff budget in line with areas of responsibility.</p>	<p>Ensuring the project areas of responsibility are delivered within budget.</p>

Sports Development Events	<p>To enthusiastically work as part of Sports Development Team (where appropriate) responsible for the successful planning, organisation and delivery of annual sporting events.</p>	<p>The successful delivery of events.</p>
Other Responsibilities	<p>To deputise for the Senior Project Officer – Sport, Participation and Wellbeing where requested or appropriate.</p> <p>To maintain and retain all relevant qualifications, training and certificates as required.</p> <p>The post holder will be expected (where appropriate and projects dictate) to work in partnership with all internal HSV staff teams to ensure successful delivery of projects and programmes with a focus on our customer’s needs.</p> <p>To contribute positively to the development of the business.</p> <p>The post holder will be required to work some weeknights and weekends as per the needs of the business and programme.</p> <p>The post holder will work as a key part of the Sports Development staff team that supports all UH Sports activities and may periodically be required to undertake additional duties as and when required.</p>	<p>Complete appropriate CPD training as and when required. Keep up to date with all good industry practice. Demonstrated on an on-going basis.</p>

OTHER TASKS

To endorse and operate to the Mission, Vision and Values adopted by the Sports Village.

To contribute positively to the development of Sport within the University and Sports Village business.

Undertake any tasks or additional responsibility that the Senior Project Officer - Sport, Participation & Wellbeing, Project Manager or Sports Development Manager may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Project Officer - Sport, Participation & Wellbeing will report to the respective Senior Project Officer - Sport, Participation & Wellbeing who will provide regular informal meetings

and supervision, annual appraisal and reviews. The level of this post requires the post holder to lead and work proactively.

SUPERVISION GIVEN

The post holder will directly line manage the appointed Student Activators, Sports Coaches, Interns and Volunteers.

CONTACTS

Internal - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work & Location

This post is a full-time position (1.0 FTE) consisting of 40 hours per week for a fixed period of two years. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV4 to HSV5 (dependent on experience) Plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society. Starting salary for this post is £22,064, rising to £22,598 upon successful completion of 6-month probationary period.

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.


A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities and many more. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

Personal Specification: Project Officer - Sport, Participation & Wellbeing

Key Result Areas	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none">Graduate or equivalent qualification or relevant demonstrable experience.	<ul style="list-style-type: none">Sports Degree or Management Degree or with sandwich / placement year.Coaching Qualification.Emergency First Aid / First Aid at work.Safeguarding Children /Child Protection workshop.
Experience	<ul style="list-style-type: none">Experience of working in Sports Development and or Sports Industry.Experience of using an insight-led approach including under-represented groups.Experience of organising, coaching and delivering sports development activities and programmes.Experience of volunteering / working at sporting events.Experience of leading others including peers, coaches and volunteers.Experience of engaging inactive people in to sport and physical activity.	<ul style="list-style-type: none">Experience event/activity management.Experience of administration in a sports/ leisure/ hospitality business.Experience of working in customer service / focused environment ideally with sport industry.Experience of Higher Education & University Sport.Experience of direct line management.

		<ul style="list-style-type: none"> • Experience of budget management and financial planning. • Experience of marketing and promotional techniques to engage inactive people in to sport and physical activity. • Experience of using physical activity to improve health and wellbeing.
Knowledge	<ul style="list-style-type: none"> • Knowledge of Sports Development principles and good practice. • Knowledge of sport, National Governing Bodies and external agencies. • Knowledge and appreciation of health and safety good practice. 	<ul style="list-style-type: none"> • Knowledge of sports specific development plans and action plans. • Knowledge of sports marketing and promotion. • Knowledge of sports industry computerised membership/ bookings package e.g. MRM Plus2. • Knowledge of the use of physical activity to improve health and wellbeing.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Excellent customer service and provision. • Excellent communication skills. • Self-motivated. • Able to work on own initiative and as part of a team. • Logical and methodical way of working. • Good attention to detail. • Ability to work under pressure. • Able and willing to be flexible about working hours and days to meet the varying demands of the post. • Excellent IT skills including Microsoft packages and virtual delivery platforms. 	
Values	<ul style="list-style-type: none"> • Demonstrates our WELCOMES values at all times: Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First 	 <p>The logo is a white rounded rectangle with a black border. At the top is a red stylized 'b' inside a white circle. Below this are two red stars. The text 'OUTSTANDING' is in a black box, followed by 'TO WORK FOR' in a white box. At the bottom, '2021' is in large white font, and 'cert.b.co.uk' is in smaller white font below it.</p>