

Job Description – Senior Project Officer – Sport, Participation & Wellbeing

GRADE & SALARY: HSV6-HSV7 per annum plus Performance Related Pay

DEPARTMENT: Sports Development

RESPONSIBLE TO: Project Manager – Sport, Participation & Wellbeing

RESPONSIBLE FOR: Project Officer- Sport, Participation & Wellbeing
Sports Activators and Interns
Sports Coaches as appropriate

JOB PURPOSE

To oversee and manage the University's Active Students / Staff programme in line with the current Sports and Active Lifestyles Strategy. To implement and evidence the impact of wellbeing and mental health initiatives.

To work under the direction of the Sports Project Manager and Sports Development Manger to initiate and oversee a comprehensive programme of sport, wellbeing and physical activity projects for the benefit of University students and staff.

To line manage the Project Officer - Sport, Participation & Wellbeing, Sports Activators, Coaches and student interns as required.

The post holder will demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

MAIN DUTIES AND RESPONSIBILITIES

All duties and responsibilities are at the discretion of the Project Manager, Sports Development Manager and Deputy Director of Sport. The post holder is expected to conduct themselves professionally at all times.

In addition the Senior 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
Sports Development - Participation and Wellbeing	To manage and develop a comprehensive insight-led programme of sport, wellbeing and physical activity projects for the benefit of University students and staff as part of the University wide Active Staff and Students initiative.	The successful and detailed delivery of the Active Students and Staff programme with consistent, positive feedback and consistent recorded evidence of good participation numbers, engagement and impact with students and staff.
	To engage with and encourage inclusive participation by all students and staff from the UH community. To use appropriate insight sources to devise inclusive activities and initiatives for hard-to-reach and special populations to become more physically active; to include, but not limited to students and staff with disabilities, BAME students, low-level mental health conditions, international students, commuting students and post-graduate students.	Through regular monitoring and recording of all sessions throughout the programme. Feedback from managers and evidence through delivery of successful working relationships with colleagues.
	To work collaboratively with Student Wellbeing services to produce, implement and evaluate the impact of innovative programmes to enhance the wellbeing of students.	Evaluation outcomes and improvements in wellbeing measures.
	To work in conjunction with the Marketing Manager to propose ideas for marketing strategy for the Active Students and Staff programme.	Effective marketing strategy leading to positive feedback and enhanced engagement from target audiences.
	To build partnerships and work in conjunction with University Departments, Schools and Teams to coordinate and deliver events and activities which encourage activity and participation.	Growth in attendance from targeted groups.
	To work in partnership and build rapport with internal and external agencies where appropriate to support the successful delivery of the Active Student and Staff initiative i.e. National Governing Bodies, Herts Sports Partnership.	The impact and success of partnership projects and initiatives.

	<p>Monitor and evaluate projects using recognised measures for health and wellbeing. Assess their impact and where required produce and present reports on the findings.</p> <p>To ensure all activities planned are insight-led and meet the needs of students and staff at all times.</p> <p>To remain up to date and informed of all current national initiatives and funding sources which could support and assist with the development of the programme.</p>	<p>Production of reports and or presentations which demonstrate impact of findings.</p> <p>On-going gathering of insight and feedback to demonstrate impact. On-going project development, success and variation through monitoring and feedback.</p> <p>Explore and identify appropriate sources to further enhance programmes.</p>
Staffing & Line Management	<p>To manage, motivate and support the Project Officer - Sport, Participation & Wellbeing responsible for delivering the elements of the programme agreed as part of the role.</p> <p>To support the pursuit of new developments and initiatives as appropriate/dictated by the business and programme.</p> <p>To organise and manage the recruitment of all student activators/coaches, required to support and staff the programme. To include interviews, training, HR paperwork and feedback as necessary and in line with University policy and procedures regarding student employment.</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 lead by example and manage on a daily basis and as required, all appointed activators and coaches working within the programme.</p>	<p>The safe, successful and consistent delivery of the programme.</p> <p>Completed annual appraisal and review process.</p> <p>Successful delivery of the programme with required levels of qualified staff in place.</p> <p>Student, staff and colleague feedback, NPS, mystery shopping</p> <p>On-going daily management</p>
Financial	<p>The post holder will have direct responsibility for forecasting and managing the Active Students and Staff budget including accountability for expenditure and income generation.</p>	<p>Keeping up to date budget and readily available information for all budget lines associated with the respective areas of responsibility.</p>

	The post holder will be responsible for producing financial reports as and when required.	
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>	Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.
Sports Development Events	To work as part of the Sports Development Team (where appropriate) responsible for the successful planning, organisation and delivery of annual sporting events including: Sports Fair, Varsity, Sports Awards and other HertSquad events.	The successful delivery of events. Direct feedback from clubs and individuals.
Other Responsibilities	<p>To deputise for the Project Manager, 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.</p> <p>To contribute positively to the development of the business.</p> <p>The post holder will be required to work some weekends as per the needs of the business and programme.</p> <p>The post holder will be required to work some midweek evenings in line with the needs of the business.</p> <p>The post holder will work as a key part of the Sports staff team that supports all 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.</p> <p>Keep up to date with all good industry practice.</p> <p>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 Project Manager or Sports Development Managers may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Senior Project Officer - Sport, Participation & Wellbeing will report to the Project Manager who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to lead, work proactively and on occasions independently.

SUPERVISION GIVEN

The post holder will directly line manage the appointed Project Officer - Sport, Participation & Wellbeing, alongside a team of 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

This post is a full time position (1.0 FTE) consisting of 40 hours per week. 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 22 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 23 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: HSV6-HSV7 (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. The starting salary for this post is £26,206.

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 Edenred child care vouchers. 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: Senior 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.Level 1 or 2 Coaching Qualification.Post Graduate Study.

		<ul style="list-style-type: none"> • Emergency First Aid / First Aid at work. • Safe Guarding Children /Child Protection workshop.
Experience	<ul style="list-style-type: none"> • Experience of using an insight-led approach to develop successful initiatives that drive participation, particularly among under-represented groups. • A proven track record of developing and delivering programmes that aim to improve health and wellbeing. • Experience of working in Sports Development and or Sports Industry. • Experience of interpreting data and evidencing the impact of projects. • Experience of being a project lead in sports development or wellbeing initiatives • Experience of organising, coaching and delivering sports development activities and programmes. • Experience of managing staff, coaches and volunteers. Including 1-1's and appraisals • Experience of budget management and financial planning. 	<ul style="list-style-type: none"> • Experience of 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 using an evidence based approach to improve health and wellbeing outcomes.
Knowledge	<ul style="list-style-type: none"> • An understanding of the value of physical activity interventions to improve health and wellbeing. • Knowledge of Sports Development principles and good practice. • A good knowledge of sport, National Governing Bodies and external agencies. • A good knowledge and appreciation of health and safety good practice. 	<ul style="list-style-type: none"> • Experience of producing sports specific development plans and action plans. • Knowledge of sports marketing and promotion. • Knowledge of sports industry computerised membership/ bookings systems.
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. 	

	<ul style="list-style-type: none"> • 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. 	
<p>Values</p>	<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 image shows a 'TO WORK FOR' award logo for 2021. It features a red 'b' logo at the top, followed by two red stars. Below the stars, the text reads 'OUTSTANDING TO WORK FOR 2021' and 'cert.b.co.uk' at the bottom. The logo is set against a dark background with bokeh light effects.</p>