

Job Description – Sports Coordinator – BUCS and Club Development

GRADE & SALARY: HSV 4 – HSV 5 per annum plus Performance Related Pay

DEPARTMENT: Sports Development

RESPONSIBLE TO: Senior Sports Development Officer
Sports Development Manager
Deputy Director of Sport

RESPONSIBLE FOR: Sports Activators
Student Club Committees and Volunteers
Sports Coaches

JOB PURPOSE

To coordinate, implement and oversee the day-to-day running of the University's Athletic Union programme in line with the current Sports and Active Lifestyles strategy.

To support and assist the Sports Development Team in planning, coordinating and implementing a comprehensive programme of sports development initiatives for students, staff and the wider external community.

To consistently demonstrate a service excellence mindset and adopt the Sports Villages' Values, Standards and Behaviours. To integrate service excellence throughout the Athletic Union programme, and lead by example and facilitate the education of coaches, Activators and club committee volunteers to do the same.

To line manage Sports Activators, Sports Coaches and student club committees and volunteers as required.

MAIN DUTIES AND RESPONSIBILITIES

All duties and responsibilities are at the direction of the Senior Sports Development Officer and Sports Development Manager. The Sports Coordinator – BUCS and Club Development is expected to conduct themselves professionally at all times and perform the duties and responsibilities of the job description to the required standard.

In addition, the Sports Coordinator – BUCS and Club Development will be required to work with all staff across Hertfordshire Sports Village to ensure our mission and strategy are achieved.

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Athletic Union - BUCS	<p>Plan, coordinate and be the first point of contact for the day-to-day running of a comprehensive programme of competitive sport and participation for the benefit of University students as part of the Athletic Union programme.</p> <p>To be responsible for the university's involvement in all BUCS student sport competitions. Key tasks include to:</p> <ul style="list-style-type: none"> • To act as the principle point of administrative contact for opposition teams and institutions • Coordinate and book all transport and accommodation • Administer Sports Club facility bookings; internally and externally • Source and appoint qualified officials for all BUCS fixtures • Communication with all weekly BUCS team captains via confirmation packs • Ensure all sporting results and any resulting appeals are recorded in line with BUCS deadlines • Coordinate entries into one-off sporting competitions, ensuring entry deadlines are met • To have an overview of the BUCS rules and regulations including all sports specific rules, official's qualifications levels and ensure all clubs are appropriately affiliated with their respective National Governing Body in line with BUCS guidelines <p>To ensure our sporting delivery is in line with NGB, University and Government guidance e.g. Covid-19 and health and safety policies are adhered to.</p> <p>Annually review all companies Athletic Union work with on a regular basis including transport, laundry and facilities. To include any relevant tender processes.</p> <p>To be responsible for the effective management of non-BUCS Athletic Union clubs by offering support and advice on how to submit financial claims, trip organisation, transport organisation and membership support.</p>	<p>Successful and detailed delivery of the Athletic Union programme with positive feedback from students.</p> <p>Successful, safe and consistent engagement by the university in the BUCS leagues, knockouts and events.</p> <p>All delivery</p> <p>Annual review of services to ensure financial efficiency and to ensure it reflects the needs of the business.</p> <p>Feedback from students.</p>

	Produce a comprehensive inventory of all sports club's kit and equipment. Once completed the inventory needs be completed on an annual basis.	Audit of relevant equipment checks.
Student Committees and Volunteers	<p>To effectively engage, build rapport and manage the team of student club committees and volunteers.</p> <p>To develop and deliver all appropriate committee training and oversee club communications.</p> <p>To act as Club Development Officer responsible for several identified Athletic Union sports clubs throughout the University sports season.</p>	<p>Ongoing engagement with student committees.</p> <p>Feedback from clubs and committees.</p> <p>Records of meetings and actions.</p>
Sports Coaches	<p>To support the recruitment of all Athletic Union coaches with service excellence behaviours in mind.</p> <p>Ensure all coaches have completed the relevant HR paperwork and have provided all documentation including DBS disclosures and coaching qualifications.</p> <p>Maintain up-to-date records of all coaches and ensure all Service Level Agreements are in place and reviewed on a regular basis.</p>	<p>Successful delivery with qualified coaches in place.</p> <p>Maintaining and producing up to date records as required.</p> <p>Reviewed and signed on an annual basis.</p>
Social Networking	<p>Oversee the day to day running of the Athletic Union social media channels (Facebook, Instagram and Twitter), ensuring content is of high quality, informative and engaging</p> <p>Work with marketing to contribute towards ensuring the content of the student website is current and accurate.</p>	<p>Monitored through social media analytics (followers, engagements etc).</p> <p>Demonstrated on an on-going basis.</p>
Sports Development Events	To work as part of the Sports Development Team (project lead where appointed) responsible for the successful planning, organisation and delivery of annual sporting events, for example Sports Fair, Varsity, Sports Awards and team photography.	The successful delivery of events in terms of planning, budget control and participation figures.
Membership	<p>Ensure all those participating in Athletic Union sports services are members by ensuring club captains submit team sheets, trip registration forms are completed, and both are cross referenced with the membership database.</p> <p>To be a point of contact for customers wanting to assign their club membership and collect their Athletic Union membership clothing.</p>	<p>Maintaining and producing up to date membership records as required.</p> <p>Up to date with CRM system.</p>

Administrative Support	<p>To provide administrative support for all Sports Development initiatives/programmes as and when required. E.g. Performance Sport recruitment, Activator recruitment, evaluation of Athletic Union projects and programmes.</p> <p>To assist with the development of the HertSquad social sport programme (Campus Sport) when required.</p> <p>Responsible for the administration and responsibilities associated with our external club partnerships. To include for example UH/Hemel Storm National League Team, Competition entry, Player registrations, NGB Liaison, fixtures and match day officials.</p>	Demonstrated on an on-going basis.
Financial	The Sports Coordinator – BUCS & Club Development does not hold a budget but is expected to develop a basic understanding of income and expenditure in line with the relevant budgets.	Maintaining and producing up to date budget information as 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.
Other Responsibilities	<p>To contribute positively to the development of the business through attendance at team meetings and input into operational development.</p> <p>To attend training courses, BUCS regional meetings and BUCS conferences as required for the purposes of the post. To ensure the University is represented at a regional level on BUCS and to contribute to the National Agenda as appropriate.</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 maintain and retain all relevant qualifications, training and certificates as required.</p>	<p>Demonstrated on an on-going basis.</p> <p>Complete appropriate CPD training as and when required. Keep up to date with all good industry practice.</p> <p>Feedback from internal members of staff.</p>

	<p>To contribute positively to the development of the business.</p> <p>The post holder will be required to work some midweek evenings 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/HertSquad staff team that supports all UH Sports activities and may periodically be required to undertake additional duties as and when required.</p>	
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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 Sports Development Manager may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The post holder will report to the Sports Development 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 Student Activators, Sports Coaches 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. 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: Sports Co-ordinator – BUCS and Club Development

<u>Key Result Areas</u>	<u>Essential</u>	<u>Desirable</u>
Education & Qualifications	<ul style="list-style-type: none"> Graduate of Sports Management / Sports Development or equivalent or demonstrable relevant experience. 	<ul style="list-style-type: none"> Sports Degree or Management Degree or with sandwich / placement year. Coaching Qualifications. 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 to assist in the development of successful initiatives that drive participation. 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. 	<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 within the sport industry. Experience of Higher Education & University Sport. Experience of direct line management. Experience of budget management and financial planning. Experience of marketing and promotional techniques to engage inactive people into sport and physical activity.
Knowledge	<ul style="list-style-type: none"> Knowledge of Sports Development principles and good practice. Knowledge of sport, National Governing Bodies and external agencies e.g. BUCS. 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.
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 	

	<p>varying demands of the post.</p> <ul style="list-style-type: none"> • Excellent IT skills including Microsoft packages. 	
<p>Values</p>	<ul style="list-style-type: none"> • Demonstrates our WELCOMES values at all times: <p>Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First</p>	