

**Job Description**

**Post title:** Sports Project Officer – Campus Sport  
**Grade:** HSV4  
**School/Department:** Polyfield Property/Sports Development  
**Responsible to:** Sports Project Officer – BUCS & Club Development  
 Sports Development Managers  
 Deputy Director of Sport  
**Responsible for:** Sports Activators  
 Sports Coaches and Sports Officials as appropriate

**MAIN PURPOSE OF THE JOB**

To coordinate and manage the University’s Campus Sport initiative in line with the current Sports and Active Lifestyles Strategy.

To work alongside and in conjunction with the relevant Sport, Participation & Wellbeing staff responsible for the delivery of the HertSquad programmes.

To work under the direction of the Sports Development Managers to support and assist with 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 all programmes involved in, lead by example and facilitate the education of Sports Activators, Sports Coaches and Sports Officials to do the same.

**RESPONSIBILITIES AND DUTIES**

All duties and responsibilities are at the discretion of the Sports Development Managers. The post holder is expected to conduct themselves professionally at all times.

In addition, the Sports Project Officer 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 and Measures
HertSquad - Campus Sport Programme	To coordinate and manage the delivery of the University’s Campus Sport programme. This will include programme schedules, events, staffing, marketing and promotion, student engagement and relevant monitoring, evaluation and review.	Successful and detailed delivery of Campus Sport with positive feedback and participation numbers meeting targets set.

	<p>To work in partnership and build relationships with internal and external agencies to support the successful delivery of the Campus Sport programme (i.e., National Governing Bodies (NGBs).</p> <p>Monitor and evaluate projects and programmes. Assess their impact and where required produce and present reports on the findings.</p> <p>To work in conjunction with the relevant Sport, Participation &amp; Wellbeing staff to ensure the weekly delivery of a coordinated and comprehensive programme of activities for students and staff.</p> <p>To ensure all sports and activities planned are always insight-led and meet the needs of students.</p> <p>Oversee the day-to-day running of the HertSquad social media channels (Facebook, Instagram and Twitter) ensuring content is 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>The impact and success of partnership projects and initiatives.</p> <p>Production of reports / presentations which demonstrate the findings.</p> <p>Feedback from Managers on successful working relationships with colleagues.</p> <p>On-going project development, success and variation through monitoring and feedback.</p> <p>Monitored through social media analytics (followers, engagement etc).</p> <p>Demonstrated on an on-going basis.</p>
<p><b>Education and Training</b></p>	<p>To be the lead for HertSquad on the Education strand of the Sports and Active Lifestyles Strategy.</p> <p>To coordinate and centralise employment, training, qualifications and other continuous professional development (CPD) opportunities for students both internally at externally.</p> <p>To build partnerships and work in conjunction with Academic Schools and Strategic Business Units (SBUs) to encourage promotion and participation.</p> <p>To work with the Marketing Team to propose ideas for marketing strategy for education and training. To include visibility on websites / social media and in person opportunities (i.e. Employment Fairs, Sports Fair).</p>	<p>Demonstrated on an on-going basis.</p> <p>Feedback from Managers on successful working relationships with colleagues.</p> <p>The involvement of the Academic School / SBU in the programme.</p> <p>Effective marketing strategy leading to positive feedback and enhanced engagement from students.</p>

<p><b>Staffing and Line Management</b></p>	<p>To assist with the recruitment and training of Sports Activators and coaches with service excellence behaviours in mind. Recruitment should follow 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 as required all appointed Sports Activators, Sports Coaches and Sports Officials working within the programme.</p>	<p>Successful delivery of the programme with required levels of qualified staff in place.</p> <p>Student, staff and colleague feedback, Net Promoter Score (NPS), mystery shopping.</p> <p>On-going daily management.</p>
<p><b>HertSquad Events</b></p>	<p>To work as part of the HertSquad Team responsible for the successful planning, organisation and delivery of annual sporting events including:</p> <ul style="list-style-type: none"> <li>• HertSquad Start of Term</li> <li>• Sports Fair</li> <li>• Varsity</li> <li>• Sports Awards.</li> </ul> <p>To support the Sports Project Officer - Athletic Union &amp; Events with the planning, organisation and delivery of the annual Varsity event.</p>	<p>The successful delivery of events in terms of planning, budget control and participation figures. Direct feedback from clubs and individuals.</p> <p>Successful delivery of the event.</p>
<p><b>Athletic Union</b></p>	<p>To act as Club Development Officer responsible for a number of identified Athletic Union Sports Clubs throughout the University sports season.</p> <p>To support the daily operation of the HertSquad Office where relevant and appropriate.</p>	<p>Feedback from clubs. Records of meetings and actions.</p>
<p><b>Financial</b></p>	<p>The post holder does not hold a budget but will assist with forecasting and managing the Club Sport 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 area of responsibility.</p>
<p><b>Sponsorship</b></p>	<p>To work in conjunction with the Deputy Director of Sport to produce a menu of sponsorship opportunities to sponsor Performance Teams and HertSquad events i.e. Sports Awards.</p>	<p>The impact and success of partnership sponsorship.</p>

	<p>To build relationships with internal departments (i.e. Alumni) and externals who can attract donations for sponsorship.</p>	
<p><b>Service Excellence</b></p>	<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>
<p><b>Other Responsibilities</b></p>	<p>To deputise for the Sports Co-ordinator when required or appropriate.</p> <p>To maintain and retain all relevant qualifications, training and certificates as required.</p> <p>The post holder will be required to spend regular working time within the HertSquad Office.</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. To contribute positively to the development of the business.</p> <p>The post holder will be required to work occasional weekends as per the needs of the business. 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 Development / HertSquad staff team that supports all UH Sports activities and will periodically be required to undertake additional administration duties as and when required.</p>	<p>Complete appropriate CPD training as and when required. 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 the Sports Village business.

Undertake any tasks or additional responsibility that the Sports Development Managers may deem appropriate to the level of the post.

## **SUPERVISION RECEIVED**

The Sports Project Officer (Campus Sport) will report to the respective Sport Project Officer – BUCS & Club Development 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 part-time Sports Coaches, Sports Officials, Sports Activators and volunteers as required.

## **CONTACTS**

**Internal** - all customers and potential customers of the Sports Village; 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 1<sup>st</sup> October to 30<sup>th</sup> September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during 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 (£22,554 pa to £23,893 pa )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 £22,553 rising to £23,100 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.

**STAFF MANAGEMENT DUTIES**

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University
2. Maintenance of records of staff development activities
3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources
4. Ensuring talented staff in the groups are recognised, rewarded and retained so ensuring that suitable succession plans are in place
5. The visible commitment, management and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy
6. Identify achievable equality goals

**ADDITIONAL INFORMATION**

**Closing Date:** Sunday 14<sup>th</sup> August 2022

**Interview Date:** TBC

**Quote Reference:** 043195

**Annual Leave:** 23 days plus standard public holidays and an additional 4 days including the closure of our office between Christmas and New Year

**Informal Contact Details:** Laura Johnson, Sports Development Manager, l.6.johnson@herts.ac.uk

**Person Specification:** Sports Project Officer – Campus Sport

**Grade:** HSV4

**Responsible to:** Sports Project Officer – BUCS & Club Development  
Sports Development Managers

Key Result Areas	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Graduate or equivalent qualification or demonstrable relevant experience.</li> <li>Level 1 Coaching qualification.</li> </ul>	<ul style="list-style-type: none"> <li>Sports Degree or Management Degree.</li> <li>Level 2 Coaching Qualification.</li> <li>Post Graduate Study.</li> <li>Emergency First Aid / First Aid at work.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in Sports Development and or Sports Industry.</li> <li>Experience of leading sports competitions, leagues and events.</li> <li>Experience of organising, coaching and delivering sports development activities and programmes.</li> <li>Experience of managing sports coaches, activators or volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of event / activity management.</li> <li>Experience of administration in a sports / leisure / hospitality business.</li> <li>Experience of working in customer service / focused environment ideally with sport industry.</li> <li>Experience of Higher Education and University Sport.</li> <li>Experience of budget management and financial planning.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of Sports Development principles and good practice.</li> <li>A good knowledge of sport, National Governing Bodies and external agencies.</li> <li>A good knowledge and appreciation of health and safety good practice.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of producing sports specific development plans and action plans.</li> <li>Knowledge of sports marketing and promotion.</li> <li>Knowledge of sports industry computerised membership / bookings package.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills.</li> <li>Excellent customer service and provision.</li> <li>Excellent communication skills.</li> <li>Self motivated.</li> <li>Able to work on own initiative and as part of a team.</li> <li>Logical and methodical way of working.</li> <li>Good attention to detail.</li> <li>Ability to work under pressure.</li> <li>Able and willing to be flexible about working hours and days to</li> </ul>	



	<p>meet the varying demands of the post.</p> <ul style="list-style-type: none"> <li>• Excellent IT skills including Word, Excel and ideally Access and PowerPoint (or equivalents).</li> </ul>	
<p>Key Competencies</p>	<ul style="list-style-type: none"> <li>• Demonstrates our values at all times: Welcoming, Extra Mile, Leadership, Consistency, Open and Honest, Memorable, Enthusiastic About Continuous Improvement and Sport First</li> </ul>	

**FACES**, our core values, inform and sustain all of our activities. On an individual basis we are:

- Friendly
- Ambitious
- Collegiate
- Enterprising
- Student-focused