

### Job Description

**POST TITLE:** Sports Project Officer (BUCS and Club Development)  
**GRADE:** HSV4-HSV5.14 (£24,862-£26,937) per annum plus Performance Related Pay  
**DEPARTMENT:** Sports Development, Hertfordshire Sports Village  
**RESPONSIBLE TO:** Senior Sports Project Officer  
 Project Manager – Club Sport  
 Sports Development Manager  
**RESPONSIBLE FOR:** Sports Activators  
 Student Club Committees and Volunteers  
 Sports Coaches

### JOB PURPOSE

To 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 Club Sport Represent programme.

To work as part of the Hertsquad Team responsible for the successful planning, organisation and delivery of annual sporting events including: HertSquad Start of Term, Sports Fair and Varsity.

To effectively engage, build rapport and manage the team of Club Sport activators, student club committees and volunteers as required and support the development of Club Sport Represent Programme.

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.

### MAIN DUTIES AND RESPONSIBILITIES

All duties and responsibilities are at the direction of the Senior Sports Project Officer and the Project Manager (Club Sport). The Sports Project Officer (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 Project Officer (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 and Measures  |
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| HertSquad Represent - BUCS | To 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 | Successful and detailed delivery of the Club Sport Represent programme with positive feedback from students. |

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|   | <p>clubs by offering support and advice on how to submit financial claims, trip organisation, transport organisation and membership support.</p> <p>Produce a comprehensive inventory of all sports club's kit and equipment. Once completed the inventory needs be completed on an annual basis.</p> <p>To support the recruitment of all Club Sport coaches with service excellence behaviours in mind.</p> | <p>Audit of relevant equipment checks.</p> <p>Successful delivery with qualified coaches in place.</p>   |
| <p><b>Student Committees and Volunteers</b></p> | <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 Club Sport 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>  |
| <p><b>Social Networking</b></p>                 | <p>Oversee the day to day running of the Club Sport 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>  |
| <p><b>HertSquad Events</b></p>                  | <p>To work as part of the HertSquad Team (where appropriate) responsible for the successful planning, organisation and delivery of annual sporting events including: HertSquad Start of Term, Sports Fair and Varsity.</p> <p>To support the wider team and their programmes to achieve their respective KPIs and maintain the desired standards of delivery.</p>   | <p>Successful delivery of events in terms of planning, budget control and participation figures. Direct feedback from clubs and individuals.</p> <p>Identify programmes areas that require additional support.</p> |
| <p><b>Membership</b></p>                        | <p>Ensure all those participating in Club Sport sports services are members by ensuring club captains submit team sheets, trip registration forms are completed, and both are cross</p>   | <p>Maintaining and producing up to date membership records as required.</p>  |

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|                               | <p>referenced with the membership database.</p> <p>To be a point of contact for customers wanting to assign their club membership and collect their Club Sport membership clothing.</p>  | <p>Up to date with CRM system.</p>  |
| <b>Administrative Support</b> | <p>To provide administrative support for all Sports Development initiatives/programmes as and when required. E.g. Performance Sport recruitment, Activator recruitment, evaluation of Club Sport projects and programmes.</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> | <p>Demonstrated on an on-going basis.</p> <p>Demonstrated on an on-going basis.</p>   |
| <b>Financial</b>              | <p>The Sports Project Officer (BUCS and Club Development) 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>            |
| <b>Service Excellence</b>     | <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>   |
| <b>Other Responsibilities</b> | <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</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> |

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|  | <p>represented at a regional level on BUCS and to contribute to the National Agenda as appropriate.</p> <p>To maintain and retain all relevant qualifications, training and certificates as required.</p> <p>The Sports Project Officer (BUCS and Club Sport) 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>The Sports Project Officer (BUCS and Club Sport) will be required to spend regular working time within the HertSquad Office.</p> <p>The Sports Project Officer (BUCS and Club Sport) will be required to work occasional weekends as per the needs of the business. (UH Open day/SOT and player recruitment presentations))</p> <p>The Sports Project Officer (BUCS and Club Sport) will be required to work midweek evenings in line with the needs of the business.</p> <p>The Sports Project Officer (BUCS and Club Sport) will work as a key part of the 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>Feedback from internal members of staff.</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.

**STAFF MANAGEMENT DUTIES**

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion

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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

### **SUPERVISION RECEIVED**

The Sports Project Officer (BUCS and Club Sport) will report to the Senior Sports Project Officer who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the Sports Project Officer (BUCS and Club Sport) to lead, work proactively and on occasions independently.

### **SUPERVISION GIVEN**

The Sports Project Officer (BUCS and Club Sport) will directly line manage the appointed Student Activators, Sports Coaches 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 Sports Project Officer (BUCS and Club Sport) to be flexible and when necessary support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank

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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 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-HSV5.14 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 £24,862pa, rising to £25,464pa 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.

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**Personal Specification: Sports Project Officer – BUCS and Club Development**

**Grade:** HSV4-HSV5

**Responsible to:** Sports Project Officer – BUCS and Club Development

| Key Result Areas           | Essential   | Desirable  |
|----------------------------|---|--|
| Education & Qualifications | <ul style="list-style-type: none"> <li>Graduate or equivalent qualification or relevant demonstrable experience.</li> </ul>   | <ul style="list-style-type: none"> <li>Sports Degree or Management Degree</li> <li>Level 2 Qualified Coach</li> <li>Emergency First Aid / First Aid at work</li> <li>Coaching Qualification</li> </ul>   |
| Experience                 | <ul style="list-style-type: none"> <li>Experience of working in Sports Development and or Sports Industry.</li> <li>Experience of organising, coaching and delivering sports development activities and programmes.</li> <li>Experience of volunteering / working at sporting events.</li> <li>Experience of leading others including peers, coaches and volunteers.</li> </ul> | <ul style="list-style-type: none"> <li>Experience 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 within the sport industry.</li> <li>Experience of Higher Education &amp; University Sport.</li> <li>Experience of budget management and financial planning.</li> <li>Experience of marketing and promotional techniques to engage inactive people into sport and physical activity.</li> <li>Experience of using an insight-led approach to assist in the development of successful initiatives that drive participation.</li> </ul> |
| Knowledge                  | <ul style="list-style-type: none"> <li>Knowledge of Sports Development principles and good practice.</li> <li>Knowledge of sport, National Governing Bodies and external agencies e.g. BUCS.</li> <li>Knowledge and appreciation of health and safety good practice.</li> </ul>   | <ul style="list-style-type: none"> <li>Knowledge of sports specific development plans and action plans.</li> <li>Knowledge of sports marketing and promotion.</li> <li>Knowledge of sports industry computerised membership/ bookings packages.</li> </ul>   |
| Skills & Abilities         | <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> </ul>   |  |

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|               | <ul style="list-style-type: none"> <li>• Logical and methodical way of working.</li> <li>• Good attention to detail.</li> <li>• Ability to work well under pressure.</li> <li>• Able and willing to be flexible about working hours and days to meet the varying demands of the post.</li> <li>• Excellent IT skills including Microsoft packages.</li> </ul> |   |
| <p>Values</p> | <ul style="list-style-type: none"> <li>• Demonstrates our WELCOMES values at all times:</li> </ul> <p>Welcoming<br/>         Extra Mile<br/>         Leadership<br/>         Consistency<br/>         Open &amp; Honest<br/>         Memorable<br/>         Enthusiastic About Continuous Improvement<br/>         Sport First</p>                            |  |