

Job Description

Post Title: Project Officer – Club Sport Compete
Grade: HSV4 – HSV5.14 per annum plus Performance Related Pay
School/Department: Hertfordshire Sports Village, HertSquad
Responsible to: Project Manager (Club Sport)
Responsible for: Student Activators and Volunteers

MAIN PURPOSE OF THE JOB

- To plan, coordinate, and oversee the effective delivery of the Club Sport Compete programme, supporting student participation in competitive sport on campus.
- The post holder will also lead on building relationships with academic schools to promote HertSquad activity and be the supporting lead of the planning and delivery of key HertSquad events throughout the academic year.
- To engage and support our student staff activator team, ensuring high-quality experiences and alignment with the Sports Village's values, standards, and behaviours through a strong commitment to service excellence.

DUTIES AND RESPONSIBILITIES

All duties and responsibilities are at the discretion of the Project Manager (Club Sport). The Project Officer (Club Sport Compete) is expected to always conduct themselves professionally.

In addition, the Project Officer (Club Sport Compete) will be required to work with all staff and teams across Hertfordshire Sports Village.

Key Results Areas and Tasks
HertSquad Club Sport Compete Key Responsibilities: - Coordinate and manage the delivery of the University's Club Sport Compete programme encouraging competitive on campus opportunities for students. - Lead the day-to-day operations of the programme, acting as the primary contact for students, staff, and external partners. - Maintain accurate records, including Compete membership and annual equipment inventory. - Effectively monitor and evaluate projects and programmes and use this data to contribute towards reports when required for presentation at respective Boards or as part of annual summary statements. - Liaise with external providers to ensure adherence to internal procurement processes. - Contribute to team and individual strategic business objectives through planning, collaboration and continuous improvement. - Represent the University at South-East regional development meetings and support with projects and events that enhance our student experience.
Student Staff and Volunteers

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• Assist in recruiting and supporting HertSquad Activators in line with service excellence standards. • Build rapport and manage relationships with HertSquad Activators and volunteers. • Deliver Club Sport activator training and support internal Activator communication. • Regularly attend and contribute to weekly Activator meetings. • Support Activators with the submission of their hours/wages and then approve those through the University's finance system.
Social Networking
• Manage day-to-day content for the Club Sport Instagram channel. • Collaborate with the Events and Marketing Manager to ensure accurate student website and comms content.
HertSquad
• Lead on the building of partnerships with Academic Schools and Strategic Business Units (SBUs) to promote events and activities that encourage participation in all HertSquad programmes. • Support the HertSquad Events and Marketing Manager in the scheduling, planning and management of major HertSquad events including start of term activities. • Attend and contribute to the campus community events group. • Support the wider team and their programmes to achieve their respective KPIs and maintain the desired standards of delivery. • Support the daily operation of the HertSquad office.
Financial
• The post holder will not hold a budget but will assist in forecasting and managing the Club Sport budget. • The post holder will be responsible for maintaining accurate internal expenditure and income spreadsheets.
Service Excellence
• To embrace a Service Excellence mindset, demonstrating our values, standards and behaviours towards both colleagues and customers. • To prioritise delivering an exceptional experience to every customer, every time. • To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.
Other Responsibilities
• The post holder will be required to work onsite in the HertSquad Office. • The post holder will be required to work some midweek evenings and weekends in line with the needs of the business. This will include being an emergency contact outside of standard working hours as and when required as per the needs of the Club Sport programme. • The post holder will work as a key part of the HertSquad staff team that supports all UH Sports activities and may periodically be required to undertake additional duties as and when required. • Provide admin support for wider Sports Development initiatives (e.g., recruitment, evaluations).

OTHER TASKS

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

To contribute positively to the development of the wider UH Sport and Hertfordshire Sports Village business.

Undertake any tasks or additional responsibility that the Project Manager (Club Sport) 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 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 Project Officer (Club Sport Compete) will report to the Project Manager (Club Sport) who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to work proactively and independently.

SUPERVISION GIVEN

In conjunction with the Project Manager (Club Sport) and the HertSquad team, the post will provide supervision and support to a team of Activators, Sports Coaches/Instructors and Volunteers.

RELATIONSHIPS/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

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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 37.5 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 – 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

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. 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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This document outlines the duties required, for the time being, of the post entitled Project Officer – Club Sport Compete indicate the level of responsibility. It is not intended to be a comprehensive or inclusive list, and the Project Manager (Club Sport) may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Post Title: Project Officer – Club Sport Compete

Education & Qualifications	
Minimum of a bachelor's or equivalent qualification or relevant demonstrable experience.	<i>Essential</i>
Sports degree or experience in sport management, sport development, or a related field	<i>Desirable</i>
Experience	
Experience coordinating or delivering sports programmes or events.	<i>Essential</i>
Experience of leading others including peers and/or volunteers.	<i>Essential</i>
Experience using social media platforms for engagement or promotion.	<i>Desirable</i>
Experience working within higher education or a student-focused environment.	<i>Desirable</i>
Knowledge	
Understanding of sports development and student sport.	<i>Essential</i>
Awareness of health and safety and good practice.	<i>Desirable</i>

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Skills & Abilities	
Strong organisational and administrative skills.	<i>Essential</i>
Ability to manage multiple tasks and deadlines effectively.	<i>Essential</i>
Confident communicator with excellent interpersonal skills.	<i>Essential</i>
Ability to build rapport with students and external partners.	<i>Essential</i>
Competent IT skills, including Microsoft Office and digital media tools.	<i>Essential</i>
Values and Behaviours	
Commitment to service excellence and continuous improvement.	<i>Essential</i>
Professional, approachable, and proactive.	<i>Essential</i>
Able to work independently and as part of a team.	<i>Essential</i>
Willingness to work flexible hours, including evenings and weekends if required.	<i>Essential</i>
Our Values	
Always demonstrates our WELCOMES values: Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First	