

Job Description

Post title: Performance Sport and Scholarships Manager
Grade: HSV7 – HSV8 per annum plus Performance Related Pay
School/Department: Hertfordshire Sports Village/Sports Development
Responsible to: Deputy Director of Sport
Responsible for: (In conjunction with Deputy Director of Sport - Head Coaches of Performance Sports, Sports Therapy – Student Interns

MAIN PURPOSE OF THE JOB

To co-ordinate and manage the delivery of the University's Sports Performance Programme. You will lead and be responsible for all Performance Athlete Recruitment in conjunction with individual Head Coaches.

The Performance Sport and Scholarships Manager will co-ordinate the delivery of all key support services and manage all administration connected to the University of Hertfordshire Sports Scholarship Scheme.

In conjunction with the relevant HSV Marketing staff, lead and deliver the HertSquad performance social media platforms, ensuring content is high quality, consistent and informative and importantly contributes to the wider recruitment of student athletes into our performance programmes.

The Performance Sport and Scholarships Manager 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.

RESPONSIBILITIES AND DUTIES

Sports Performance Programme Management

- To manage and coordinate all operational aspects & delivery of the University Sports Performance Programme including our external National League Basketball Programme.
- To organise interviews, meetings, workshops, induction sessions, regional network communications and any specialist service provision as required to ensure effective and professional delivery of the programmes.
- To provide key, relevant and informative Performance Lifestyle Advice to athletes supported by the respective scholarship and performance programmes. For UH scholarship student athletes this will include regular 1-1 catch up meetings and communication.
- To ensure service providers are appropriately qualified and experienced according to programme specifications.
- To produce periodic reports/papers as and when required for presentation at respective Boards or as part of annual summary documents.

Athlete Recruitment

- To produce, develop and manage a sports specific player/athlete recruitment plan for the University that ultimately supports the University performance programme. This will include liaising and building relationships/partnerships with, for example, external sports clubs, organisations, academies and recruitment agencies and internally with the University admissions team, academic staff and individual student athletes as required.
- Produce and deliver player recruitment presentations to individuals, clubs, organisations and coaches as required.
- Represent the University at relevant conferences, events, open days or NGB working groups as and when required.
- To liaise with the internal marketing staff to ensure appropriate content and promotional material is in place to maximise player recruitment opportunities for all performance sports.

- To liaise with marketing staff to ensure suitable promotional plans and all other marketing opportunities are in place to maximise exposure of the respective performance sport programme and sport scholarships initiatives.
- To maintain clear information and application processes for UH sports scholarship applications and final selection.
- To be the main point of contact for all athletes, parents, coaches, and organisations who may seek information or have an involvement in any of the athlete scholarship or other funded athlete services provided by or through the Sports Village.

Financial

- To manage all the funding schemes and budgets associated with the various scholarship programmes.
- In conjunction with the Deputy Director of Sport manage all financial transactions in relation to the Performance Sport Programme.

HertSquad

- 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.
- Support the daily operation of the HertSquad office where relevant and appropriate.
- Support the wider team and their programmes to achieve their key performance indicators and maintain the desired standards of delivery.

Staffing

- To be responsible for the annual recruitment and coordination of Sports Therapy Student Interns and to line manage/support these voluntary student staff through the academic year.
- To support the recruitment of all HertSquad Club Sport Performance coaches as and when required. All recruitment should follow University policy and procedures.
- Responsible for supporting coaches with any key administration tasks and approving worked hours through the University's finance system.
- To ensure there is monthly communication updates/meetings with all HertSquad Performance coaches.
- To integrate a service excellence mindset across the team, ensuring they adopt and consistently uphold our values, standards and behaviours.

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 postholder will be required to deputise for the Deputy Director of Sport (In relation to performance sport) when required or appropriate.
- To maintain and retain all relevant qualifications, training and certificates as required.
- The postholder 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.
- The postholder will be required to spend regular working time within the HertSquad Office.
- The postholder will be required to work occasional weekends as per the needs of the business. (UH Open days/SOT and player recruitment responsibilities).
- The postholder will be required to work some midweek evenings in line with the needs of the business.
- The postholder 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.

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 Performance Sport and Scholarships Manager will report to the Deputy Director of Sport who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the Performance Sport and Scholarships Manager to lead, work proactively and on occasions independently.

SUPERVISION GIVEN

The Performance Sport and Scholarships Manager in conjunction with the Deputy Director of Sport will directly line manage and support all Sports Therapy - Student Interns and Head Coaches of Performance Sports.

RESPONSIBILITY FOR BUDGETS

N/A

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.

REHABILITATION OF OFFENDERS ACT DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure Barring Service before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions.

The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad

Successful applicants who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

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 (1.0FTE) 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 25 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 26 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: HSV7 – HSV8 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 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.

This document outlines the duties required, for the time being, of the post entitled Performance Sports and Scholarships Manager to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Deputy Director of 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: Performance Sports and Scholarships Manager

QUALIFICATIONS & MEMBERSHIPS

Educated with a minimum of a Degree or equivalent qualification in sport or management or equivalent proven experience	Essential
TALS accredited Qualification or UK Coaching First4Sport Level 3 Certificate in Athlete Personal Development and Lifestyle (Or working towards completion within 9 months)	Desirable
Emergency First Aid/First Aid at Work	Desirable

EXPERIENCE

Experience of leading/managing sports development projects and programmes	Essential
Experience of working in a higher education or performance sport programme	Essential
Experience of working in a student focused learning/service environment	Desirable
Experience of elite athlete recruitment in an educational environment	Desirable
Experience of social media platforms within a work environment	Desirable
Experience of budget management and financial planning	Desirable
Experience of working in a customer service focused environment, ideally within the sporting industry	Desirable
Experience of using an insight-led approach to develop successful initiatives that drive participation	Desirable

KNOWLEDGE AND ABILITY

A good knowledge of sport, National Governing Bodies, external agencies	Essential
Knowledge of sporting performance pathways	Essential
Knowledge of further and higher education processes	Desirable
Knowledge of sports marketing and promotion	Desirable
Knowledge of national sports scholarship schemes, athlete funding programmes and athlete lifestyle services	Desirable
A good knowledge and appreciation of health and safety good practice	Desirable

BEHAVIOURS AND ATTRIBUTES

Excellent interpersonal and communication skills	Essential
Excellent customer service and provision	Essential
Logical and methodical way of working with excellent attention to detail	Essential
Self-motivated, proactive and the ability to work well under pressure	Essential
Creative flair, ability to generate innovative and imaginative ideas	Essential
Able to work on own initiative and part of a team	Essential
Able and willing to be flexible about working hours and days to meet the varying demands of the post	Essential
Excellent IT skills including Outlook, Teams, Word and Excel (or equivalents)	Essential

Demonstrate our WELCOMES values at all times:

- Welcoming
- Extra Mile
- Leadership
- Consistency
- Open & Honest
- Memorable
- Enthusiastic About Continuous Improvement
- Sport First