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| **Faculty/Service:** | Campus Services |
| **Department:** | Sport |
| **Role Title:** | Sport Clubs Development Officer |
| **Grade:** | 3 |
| **Category:** | Professional Support |
| **Role Purpose:** | This is a student facing role, responsible for regular interaction with students to enhance the Northumbria Sport offer. The role is also responsible for providing administrative support for the Northumbria Sport programme, with a specific focus on development of our Student Sport Clubs. |
| **Reports to:** | Sport Clubs Manager |
| **DBS Required:** | Disclosure and Barring Service Check not required |

**Generic Duties and Responsibilities:**

In line with the University’s Mission, Corporate Strategy and Leadership Attributes, you will:

* Ensure adherence to the highest possible standards of probity and professional behaviour.
* Foster a strong sense of customer service, both internal and external, across teams.

**Core Duties and Responsibilities:**

* To deliver front line, customer facing support for Students engaging with Northumbria Sport. This includes day to day support delivered on site, as well as support at various events, fixtures and other activities as required throughout the season (e.g., University Open Days).
* To be approachable, helpful, polite, and knowledgeable about our products and services in a consistent and professional manner.
* To pro-actively work with all Northumbria Sport colleagues, always seeking solutions to problems and fostering a culture of continuous improvement.
* To demonstrate a flexible attitude to change to support the University to meet existing and future needs.
* To undertake any duties as may reasonably fall within the remit of the post and as required by the Student Sport Manager.

**Specific Duties and Responsibilities:**

Post holder willpredominantly work on one of the sections below, although knowledge of all areas will be required.

**Club Development Officer – BUCS**

* To act as the main day-to-day contact for Northumbria Sport BUCS enquiries, both internally and externally.
* To be knowledgeable with BUCS rules and regulations, keeping up to date with BUCS competition changes and key dates, and disseminating that information to relevant Student Athletes, Student Club Committees, coaches and staff.
* To ensure that all relevant Student Sport Teams have been entered correctly into BUCS and meet the requirements for competition, including sport specific affiliations and player ranking lists.
* To administer all BUCS fixture logistics, inclusive of booking and processing payments for facilities, transport, and match officials.
* To effectively and accurately communicate all BUCS fixture logistics to relevant parties, including club committees, coaches, facilities, transport, student volunteers, and support staff.
* To ensure that BUCSplay is fully up to date, both with our home fixture information and with all Student Athletes registered correctly to their teams prior to their first fixture.
* To process student contributions and fines in relation to participation in BUCS competitions and events.
* To process student expenses relating to Student Sport Club activity within BUCS.
* To keep accurate and appropriate records of all Student Sport expenditure in relation to BUCS logistics, providing reports and updates to the Sport Clubs Manager as required.
* To provide administrative support to our Focus Sport coaches and support service staff (e.g., physiotherapy bookings).
* Host and support the BUCS intern.
* Support the VP Sport as they work toward delivering their manifesto.
* To represent Northumbria University at BUCS events (e.g., BUCS Nationals, BUCS Big Wednesday finals, BUCS Conference).

**Club Development Officer – Non-BUCS**

* To act as the main point of contact for Student Club Committee members, providing excellent customer service and guidance throughout the season.
* To work closely with Student Club Committees to support the development of their clubs.
* To ensure the Northumbria Sport website and app is kept up to date with Student Sports Club programme information, inclusive of training times and club membership prices.
* To maintain detailed records of Sport Clubs memberships, working directly with club committees and coaches to ensure memberships are paid up and related H&S requirements are completed.
* To support club committees to identify competitive opportunities throughout the season, including assistance with relevant bookings and required documentation.
* To administer individual entries from non-BUCS clubs and for sports which sit outside of the current Northumbria Sport offer, into BUCS events as required, working closely with the Club Development Officer for BUCS.
* To process student contributions and fines in relation to participation in non-BUCS competitions and events.
* To process student expenses relating to Student Sport Club activity.
* To process sport specific affiliations, licenses and registrations required for Club members to participate in competitions.
* To keep accurate and appropriate records of all Student Sport expenditure in relation to non-BUCS club logistics, providing reports and updates to the Sport Clubs Manager as required.
* To represent Northumbria University at non-BUCS competitive events, particularly those hosted by Northumbria Sport Clubs.
* Support the VP Sport as they work toward delivering their manifesto.

**Location:**

* The post holder will be based primarily at Sport Central but may also be required to work at other University locations as required, including Coach Lane campus.
* A flexible approach to working patterns and locations is required.

**Hours of Attendance:**

* A professional contract for an average of 37 hours per week. This will include some evening, weekend, and bank holiday working.
* Northumbria University is an on-campus organisation where colleagues work regular patterns of hours and on campus, with some flexibility on the timing of their hours and the location of their work in discussion with their manager. Colleagues who would like to make a long term or permanent change to their hours, pattern or place of work should request this via a Flexible Working Request.

This Role Description is not intended to be an exhaustive list of duties and will be subject to periodic review by the University Executive and/or relevant Service Director in discussion with the role-holder.

**Person Specification**

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| **Experience and Knowledge** | | | |
| **Criteria** | **Weight** | **A** | **I** |
| Experience of working within Sport Development | Essential |  |  |
| Experience of planning and developing sport clubs | Essential |  |  |
| Knowledge of competition structures | Essential |  |  |
| Knowledge of Sport National Governing Bodies | Essential |  |  |
| Awareness of health and safety required within sport | Essential |  |  |
| Knowledge of BUCS rules and regulations, and BUCS disciplinary procedures | Desirable |  |  |

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| **Skills, Abilities & Behaviours** | | | |
| **Criteria** | **Weight** | **A** | **I** |
| Ability to complete administrative tasks accurately with minimal supervision | Essential |  |  |
| Ability to problem solve in a fast-paced environment, always seeking solutions | Essential |  |  |
| Ability to communicate effectively with different stakeholders | Essential |  |  |
| Demonstrate excellent customer service | Essential |  |  |

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| **Education & Training** | | | |
| **Criteria** | **Weight** | **A** | **I** |
| Educated to degree level | Desirable |  |  |
| Commitment to ongoing professional development | Essential |  |  |

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| **Other Requirements** | | | |
| **Criteria** | **Weight** | **A** | **I** |
| Willingness to work evenings and weekends as required | Essential |  |  |
| Willingness to work across multiple sites | Essential |  |  |

**Legend:** A = Application I = Interview