

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**RECRUITMENT PACK:
SPORTS ADMINISTRATION ASSISTANT**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

Welcome.

Royal Holloway Students' Union (RHSU) is an ambitious organisation that has students at the heart of our aims: to improve their education, make campus fun, look after their wellbeing, make them more employable, and ultimately empower them to change the world around them.

The Student Opportunities team plays a vital role in delivering these aims and supports 140 sports clubs and societies. Helping groups to provide great activities and opportunities for their members while aiding the development of student leaders - or as they are formally known, committee members - along the way.

As we emerge from the COVID-19 pandemic, sport is back on the menu which means a return to action for the amazing clubs that call RHSU home. This exciting development means now is the time to expand our Student Opportunities team, putting in place the foundations to support our clubs as they start on the road to recovery.

The Sports Administration Assistant, will play a vital role in ensuring the smooth operation of our groups through the organisation of fixtures, transport and facilities.

The role is an important link between the various sporting bodies on campus and will build relationships between our clubs, the University's Active Lifestyle and Sport team and other university stakeholders to deliver physical activity.



Some experience in administration and a passion to help students is all you need to be a real success in this exciting and rewarding area of work.

Have a look through the rest of this pack for more specific information about the role and the organisation, and if you'd like an informal chat feel free to contact me at daniel.curran@su.rhul.ac.uk

Student Opportunities Manager

Dan Curran

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Benefits.

Get that work life balance right.

We're really passionate about our staff members being able to enjoy life outside of the workplace so we've built up an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

First up, you can forget about working over Christmas and New Year ever again as we give you up to seven discretionary days over the festive period. And, that's on top of the 22 annual days of contractual leave you get a year (rising by one day each year up to a maximum of 27 days) plus bank holidays, for a total of at least 37 days off a year.*

That's not all. Should your birthday fall on a work day you'll also get that off as well so you can do something fun. On top of this we also offer:

- 1pm finishes on alternate Fridays during July and August
- Assisted conception leave
- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)

Away from annual leave we'll always try and be flexible around your life where possible. Need to pick up the kids from school? We'll look at how we can make that work. Got to get the car in for its MOT? We can sort out a late start.

There's loads of little bits like this that come up in life and we're always willing to ensure you don't have to fret about what that means for your job. We're also pretty flexible with our working day and open to discussing all options that may be on the table.



Lap up those student discounts.

Ever get jealous you can't get discounted Spotify? Well, that's a thing of the past as we dish up a free TOTUM card for all staff members, opening up the door to a world of student discounts and special offers.

Talking about discounts, you'll also get 10% off food and drink across our venues - we also do free hot drinks from the bar if you fancy a midday pick me up.

More freebies than you can shake a stick at.

Freshers' Festival is famous for the amount of free stuff that students get their hands on and as a staff member at the SU you'll also have a chance at getting in on the action. Free pizza, bottle openers, pot noodles, protein powder... you get the idea.

Alongside this, every staff member gets four free tickets to our Summer Ball (worth £300) which is held in Founder's Building every June. Think of it as a huge one day festival with 3500 students, two major stages with headliners such as Rudimental and Chase and Status, food stalls, fun fair rides and more.

And if you drive to work you'll also get free parking on campus. Sometimes it's the small things that matter most.

Development and training for days.

We're all about professional development here at the SU, so we put aside specific training and development budgets to ensure you can build your knowledge and be set up for future success.

We also believe in offering academic opportunities to staff and will support you in your pursuit of qualifications. This extends to financial support alongside study leave to ensure you have the time you require to exceed and excel.

Make a difference.

You'll be working for an organisation that tackles the big issues on campus but one that has a great time doing it. You'll be joining a team of smart, friendly people who really care about the sector they work in where everything they do has a direct impact on the experience of over 10,000 students at Royal Holloway.

Despite the hard work, it's a sociable environment where we value the interactions between our team, be that at our monthly coffee and pastry catch-ups or at the pub after a busy week.

Get fit and have fun.

Fancy cycling to work? We have a ride to work scheme to help you purchase a new bike for your commute - there's also a season ticket loan scheme should you get the train in. And if hitting the weights is more your scene, we offer reduced price gym membership at the on campus sports centre.

In the summer you'll get the chance to take part in our annual rounders tournament that's totally not competitive at all... well maybe just a little.

And last but not least.

Should you live over 100 miles away, we offer a relocation assistance package of upto £1500 to individuals moving within 30 miles of Egham.

Finally, we want you to have peace of mind while working at the Students' Union and offer a death in service benefit, the cost of which is covered by the organisation. This is equal to four times your annual salary which is paid to your nearest or nominated relation should the worst happen.

A LITTLE BIT ABOUT US.

£731,487

PAID TO STUDENT STAFF, PUTTING MONEY STRAIGHT BACK INTO THEIR POCKETS

WHICH HELPED US TURNOVER
£6 MILLION
(QUITE A LOT OF MONEY)

OUR TEAM IS MADE UP OF

450

STUDENT STAFF

50

PERMANENT STAFF

WE SPENT

£1.6 MILLION

DELIVERING OUR CHARITABLE SERVICES, ACTIVITIES AND REPRESENTATION FOR STUDENTS

OUR 2019 STAFF SURVEY FOUND:

89%

WOULD RECOMMEND THIS ORGANISATION AS A GOOD PLACE TO WORK

96%

AGREE THAT COLLEAGUES TRUST AND RESPECT EACH OTHER

100%

AGREE THEY ARE TREATED WITH FAIRNESS, RESPECT AND DIGNITY AT WORK

93%

AGREE THEIR MANAGER TRUSTS AND RESPECTS THEM

93%

BELIEVE THAT THE LEADERSHIP GROUP ARE TAKING US IN THE RIGHT DIRECTION

Sports Administration Assistant.

Department:	Membership Support & Engagement
Team:	Student Opportunities
Responsible To:	Senior Development Coordinator
Responsible For:	N/A
Contract Type:	Permanent
Hours of Work:	28 hours per week (0.8 FTE) (excluding 30 minute daily unpaid lunch break where applicable) spread across 4 or 5 days, start and finish times are flexible - Monday to Friday, 09:00 - 16:30 are our standard office hours. Some unsociable hours may be required at certain points in the year.
Grade:	3
Salary:	£14,935 - £16,612, candidates are usually expected to start on the lower end of the salary bracket. This is pro-rata the full-time salary of £18,669 - £20,766.
Purpose of Role:	To provide high quality, administrative support to circa 40 sports clubs.
Strategic Alignment:	The role will make a contribution to our aim to 'make campus fun' by supporting sports clubs to be more effective and sustainable, increasing the number of students involved and the range of activities these clubs provide.

Departmental plans The role will contribute to a number of projects within the team's Annual Operating Plan. In particular it will help deliver a high quality service to student groups by reducing the response rate to email enquiries.

Key Deliverables.

Sports Club Administration

- Monitor our customer relationship management tool, Freshdesk, responding to queries in a timely manner, and reporting any issues to relevant members of the team ensuring no backlog emerges.
- Daily processing of expense claims and purchase order requests, ensuring effective communication with sports clubs and colleagues from the Finance department.
- Maintain our sports clubs administration processes and procedures, including but not limited to fixture lists, facilities, team sheets and transport.
- Work with the Student Opportunities team to carry out administration tasks effectively at key parts of the academic year i.e. student group summer admin.

Fixtures Administration

- Process and administer all information related to competitions for our sports clubs and liaise with club key contacts to ensure fixtures are carried out in a timely and effective manner.
- Act as the first point of contact for fixture administration for Royal Holloway clubs and other institutions to organise, rearrange and accommodate fixtures for teams.
- Support the Senior Development Coordinator with administration tasks for coaching, kit ordering and facility allocation.
- Be the central point of contact to organise the use of external spaces for sports club fixtures and training.

Activities & Events

- Support the team's ongoing calendar of events such as Freshers' Fair, Societies Awards, Colours Ball, and Student Group Training.
- Provide information, advice and assistance to the student membership regarding the departmental programme of events.

- Consult and escalate issues with Student Opportunities staff team where necessary.

Staff and Financial Responsibilities.

- Monitor and review income and expenditure of all sports clubs, ensuring budgets are adhered to, flagging and escalating any issues to relevant team members.
- Work within an agreed budget, in line with the organisation's scheme of delegation and financial procedures.

Organisation Wide Responsibilities.

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification.

EDUCATION AND TRAINING

ESSENTIAL DESIRABLE

A-level or equivalent experience.		X
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EXPERIENCE AND KNOWLEDGE

Experience of working in a customer-service led environment.	X	
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Experience of a range of administrative tasks.	X	
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Experience of financial processes and systems.		X
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Experience of working in a student-facing environment.		X
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Experience of working in a sports-based environment.		X
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SKILLS AND ABILITIES

Strong attention to detail.	X	
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Strong communication skills, with the ability to relate to, and communicate effectively with, people at all levels.	X	
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Excellent working knowledge of Microsoft Office – particularly Outlook, Word and Excel.	X	
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Comfortable using technology and using new systems to complete tasks.	X	
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Ability to work independently and unsupervised at times.		X
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An understanding of the Students' Union or Higher Education sector.		X
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VALUES

Student Focused: Everything we do will have the students at the heart of it.	X	
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High Quality: Expectations are high, and we must exceed them.	X	
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Inclusive: We will offer a diverse range of activities and services which are fulfilling and accessible.	X	
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Brave: We should be bold and not afraid to challenge the status quo.	X	
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Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.	X	
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We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're eager to hear about times when you've demonstrated any of our five values listed above.

The job description in this pack is current at May 2021 and should be reviewed annually. They outline the main duties of the position and are designed for the benefit of both the post holder and the Students' Union in understanding the prime functions of the post. They should not be regarded as an exclusive or exhaustive statement of an individual's duties and responsibilities.

Next Steps.

Simply head over to su.rhul.ac.uk/jobs, navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at surecruitment@su.rhul.ac.uk.

The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

Successful applicants will need to submit proof of eligibility to work in the UK before employment. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.

Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store



it outside of the European Economic Area.

For detailed information on data protection during the recruitment process head over to su.rhul.ac.uk/privacy

Equal Opportunites.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at surecruitment@su.rhul.ac.uk