# Job Description

<table>
<thead>
<tr>
<th>Post Title and Post Number</th>
<th>Participation Development Officer - 42310</th>
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</thead>
<tbody>
<tr>
<td>Organisation Advertising Description</td>
<td>University of Birmingham Sport</td>
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<tr>
<td>Post Number</td>
<td>42310</td>
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<tr>
<td>Full Time/Part Time</td>
<td>Full time</td>
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<tr>
<td>Post is open to:</td>
<td>Internal and external candidates</td>
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<tr>
<td>Duration</td>
<td>Permanent</td>
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<tr>
<td>Grade</td>
<td>Band 500</td>
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<tr>
<td>Salary</td>
<td>Starting salary is normally in the range £21,452 to £23,045. With potential progression once in post to £26,679 a year.</td>
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<tr>
<td>Terms and Conditions</td>
<td>Support</td>
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<td>Closing Date</td>
<td>15 May 2015</td>
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## Job Summary

To deliver an efficient and effective support service to all participation programmes, particularly in areas such as the programming of sport and physical activities, development of sport and fitness at a participation level, health and safety and customer service. To support the Participation Development Manager in the long term sustainable development of the participation programmes to enhance student experience and increase participation across all customer groups.

## Main Duties

### Communication - To be responsible for effective communication with key partners

- To provide effective communication between UBS and: Group Exercise instructors, Try Sport Coaches, external stakeholders (Les Mills, NGB’s), other HE institutions, UBSport staff and UOB staff/departments
- To liaise with UBS marketing to highlight areas that require marketing support i.e. new initiatives, campaigns, low capacity sessions
- Acting as first point of contact for Coach Education, Group Exercise, Try Sport and Swim School programmes.
- Actively coordinate correspondence to internal and external customers with effective communication of alterations and cancellations to services by
appropriate methods, using analyser database (training provided). If necessary, referring the enquiry to the relevant member of staff.

- To be responsible for the developments to participation web pages in liaison with UBS marketing.
- To promote participation opportunities at UOB and UBS events such as University open days, welcome week, Sports Fair, health and wellbeing days, BUCS participation network events etc in liaison with the UBS team.
- Sending confirmation correspondence to customers and external agencies as necessary and working to address minor problems whilst actively engaging with instructors and coaches to keep them informed.
- Assisting UBS marketing and Participation Development Manager in the preparation and production of promotional information and application forms for all programmes. This includes collating and formatting documents and proof reading.
- Managing the distribution of information to customers via mailshots from existing databases, organising and supervising casual staff to help with labelling of large mailshots.
- Effectively prioritise and manage workloads with minimal supervision, delegating where appropriate to the casual administrator.
- Order and maintain stock on behalf of ASA swim schools (badges, certificates and literature)
- To identify and supervise work for a casual administrator with general administration tasks to support programmes.
- Being approachable and helpful to all staff and customers, resolving conflict or concerns in a timely manner

Administration – To assist/manage a high quality support service to participation programmes at local, regional and national level.

- To present cases (often as a written submission/justification) to support any major changes or developments to the operation of Participation
- To liaise with the Participation Development Manager in the production, implementation and annual review of the Participation Development Action Plan
- To act as secretary to participation groups, taking and distributing minutes, ensuring regular meetings, management of the agenda, informing of relevant issues
- To manage disciplinary issues raised with instructors after consultation with the Participation Development Manager, collating reports and evidence outlining key points of incidents which may occur
- To attend participation meetings and events where applicable both internal and external to UBS.
- To be responsible for effective communication between UBS and all relevant partners and stakeholders.
- To manage Participation Development requirements, including stationary and office equipment orders, equipment maintenance and office health and safety.
- Actively participation in the BUCS Participation network, linking with other Universities to discuss best practice and trends

Administration & Development Support – to provide an effective administrative and development support service for Participation Programmes

- To process all incoming and outgoing mail, distributing mail to instructors/coaches, circulating relevant information as necessary to instructors, coaches and UBS staff.
- To maintain accurate records relating to budget expenditure on items such as facility hire and equipment
Co-ordinating swim school timetable of dates and actions for each term and communicating the plan to relevant colleagues.

Responsible for recruitment and induction of instructors and coaches in partnership with Participation Development Manager

Managing cancellations/alterations of programmes (according to USB policy).

Working closely with Sport Assistants and Membership and Bookings Officers to ensure efficient processing of refunds, exchanges and applications as necessary for sports development programmes.

Responsible for arranging, monitoring and recording class cover for instructors/coaches, by means of phone calls and emails and recording changes made on to a database.

Attending instructor 121 meetings, providing feedback where necessary and communicating concerns/facility issues to relevant staff.

Monitoring and evaluating class/session capacity throughout the year, reviewing on a termly basis and making decisions with consultation from Participation Development Manager

Finance – To effectively and efficiently assist in the management of participation budgets

Proactively manage participation financial issues, forecasting and monitoring income and expenditure

To work with Participation Development Manager to review budgets and provide budget recommendations for the following budget year.

To research and apply for funding to support participation programmes

Initial set up for instructors and coaches through Worklink and Eploy; starter forms, weekly timesheets, ID, certificates.

Sending, checking and recording financial claim forms for coaches, instructors and casual staff.

To be the main point of contact for financial queries relating to payments in liaison with the finance department.

Placing orders for equipment when necessary for programmes

Health & Safety – to be responsible for the development, implementation and monitoring of Health and Safety policies and procedures relating to participation programmes

To represent Participation on the UBS Health & Safety Sub Committee

To inform the team of changes/additions to policy and practices required by University Health & Safety Unit ensuring these are applied

To inform the UBS Health and Safety Advisor of changes to practises via monthly reports

To review and update participation programme risk assessments and annually recording on the central database

To inform UBS Health and Safety advisor of new/forthcoming events the team are working on, thus initiating discussion on best practice to follow

To ensure all instructors and coaches are aware of health and safety procedures, updating training records and flagging up expiring qualifications

To be responsible for ensuring participation policies and procedures are updated as necessary, circulating them to members of relevant staff

To ensure adherence to all UBS health and safety and duty of care policies and practises, including provision of first aid and ambulance cover for matches and events.

Training and Development – to assist in the co-ordinated organisation and effective delivery of a club development and training programme
To work with the Participation Development Manager in developing and delivering induction training programmes for instructors, coaches, casual cover staff
- To design and prepare training materials and presentations for staff meetings, training days, staff away days and send invites and monitor attendance

**Assist in Partnership Working – To work closely with UBS colleagues and external agencies for the benefit of participation programmes**
- To work closely with Group Exercise partners (i.e. Les Mills, Fitpro, REPs) implementing appropriate programmes and initiatives
- To develop appropriate internal and external networks for the benefit of increasing participation within UBS at UOB.
- To work closely with the Vice-President of Sport when applicable to increase participation across campus
- To assist and interface with the Guild of Students to ensure a consistent approach to physical activity opportunities on campus

**Other Duties**
- To deputise for the Participation Development Manager at appropriate and relevant meetings
- To assist Participation Development Manager with tasks commensurate with the job grading such as representing participation programmes in UBS meetings, chairing meetings, corresponding with instructors/coaches.
- To update Participation Development Manager and other relevant staff via team briefings and written monthly reports on business undertaken and developments proposed
- To actively participate in UBS and team meetings and other meetings, sharing information where appropriate.
- Provide cover for other UBS Administration staff where appropriate.
- Actively participating in job chats and personal development reviews; agree objectives and targets and work to achieve these within agreed timescales
- Maintain and develop accurate records for all participation programmes including cover lists, annual leave, qualifications, databases and spreadsheets
- To actively participate in job chats and personal development reviews; agree objectives and targets and work to achieve these within agreed timescales
- To provide general progress reports, project updates and proposals to the Participation Development Manager and Assistant Business Director as appropriate
- To undertake any other duties that may reasonably be required and which can be accommodated within the post holder’s grading
- To work flexible hours as required

**Person Specification**

**Qualifications**

**Essential**
- Qualified to A Level standard, GCSE Maths and English (Grade C or equivalent)

**Desirable**
- A sports related academic qualification (HND/degree)
- Coaching of officiating qualifications
- Fitness qualification (ETM, Les Mills, Level 2 Fitness Instructor)
- CIMSPA Membership.
- ILM 2 or equivalent.

**Knowledge**

**Essential**
- Good understanding and knowledge of the fitness industry and changing trends
- Good understanding of National Governing Body structures
- Knowledge and experience of working with computer based systems is essential, including word processing, spreadsheets and databases
- A working knowledge of customer service / care

**Desirable**
- Knowledge and understanding of equity and diversity related to physical activity
- Experience of working with accounts/budgets
- Knowledge of basic website editing
- Knowledge and understanding of higher education sport

**Skills**

**Essential**
- Excellent interpersonal, communication and organisational skills, being able to plan effectively
- Ability to persuade and enforce policies and procedures
- Ability to resolve conflicts proactively and positively
- Ability to work under own initiative and manage heavy workloads.
- Must have experience of customer service and commitment to delivering a high quality service to a wide range of customers
- IT competence in the use of word processing, desktop publishing and spreadsheet software
- Must have a proactive and methodical approach with strong problem solving skills
- Ability to identify and take action to resolve risks to health and safety
- Must be a good team player able to work as part of a busy multi-functional team

**Desirable**
- Excellent presentation skills
- Proven ability to continually develop and improve processes and procedures to cater for changing environments

**Experience**

**Essential**
- Demonstrable experience of working within the fitness industry, HE sports department or similar environment
- Experience of working in a customer service environment
- An empathy with working within a student environment, with the desire to develop student experience within sport and physical activity
- Must have a positive attitude towards CPD
- Experience of using the internet as a research tool

**Desirable**
- Experience of training others in groups and making presentations
- Experience of working in a multifunctional team, effectively liaising with a variety of partners