

Job Description

Post title: Project Officer - Active Students

Grade: HSV4 - HSV5.14 per annum plus Performance Related Pay (£25,608 - £27,745)

School/Department: University of Hertfordshire Sports Village, HertSquad

Responsible to: Senior Project Officer - Active

Responsible for: Activators/Sports Coaches/Instructors as appropriate

MAIN PURPOSE OF THE JOB

To plan, coordinate and be the first point of contact for the day-to-day running and delivery of the University's Active Students programme.

In conjunction with the Senior Project Officer - Active, effectively lead and supervise the student Activator team working on the Active Students programme.

To work collaboratively with Academic Schools and Strategic Business Units across the University to ensure the Active Students programme is embedded into the student experience and offers excellent engagement opportunities that are delivered on budget, promoted effectively and have robust monitoring and evaluation in place.

To consistently demonstrate a service excellence mindset and adopt the Hertfordshire Sports Village's values, standards, and behaviours and to integrate service excellence throughout the HertSquad programme.

RESPONSIBILITIES AND DUTIES

Active Programme

- Plan, coordinate and be the first point of contact for the day-to-day running and delivery of the University's Active Students programme. This will include programme schedules, events, staffing, marketing and promotion, student and staff engagement and relevant monitoring, evaluation, and review.
- Assist the Senior Project Officer - Active in ensuring all planned activities and events are insight-led and consistently meet the demographic needs of students and staff.
- Collaborate with University Academic Schools and Strategic Business Units (e.g. the Students' Union and Residence Life in the Dean of Student Office) to plan, coordinate and deliver activities and events.
- Contribute towards the day-to-day running of the HertSquad social media channels ensuring content is high quality, informative and engaging.
- Work with Marketing to contribute towards ensuring the content of the student website is current and accurate.
- Work in partnership and build rapport with internal and external agencies where appropriate to support the successful delivery of the Active Students programme.
- Effectively monitor and evaluate the Active Students programme and use this data to analyse student and staff engagement. When required, contribute towards the production of case studies, reports and presentations.

Staffing and Line Management

- In conjunction with the Senior Project Officer - Active, effectively lead and supervise the student Activator team working on the HertSquad programme. This will include overseeing cover, leading/minuting team meetings and being the first point of contact for day-to-day queries.
- Assist with the recruitment and training of student Activators as required.
- To integrate a Service Excellence mindset across the team, ensuring they adopt and consistently uphold our values, standards and behaviours.

HertSquad

- Work with the wider team to ensure the successful planning, organisation and delivery of annual events.
- Support the daily operation of the HertSquad office.
- Support the wider team and their programmes to achieve their respective KPIs and maintain the desired standards of delivery.

Financial

- The post holder does not hold a budget but will assist with forecasting and managing the Active budget including accountability for expenditure and income generation.

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 deputise for the Senior Project Officer - Active when required.
- To maintain and retain all relevant qualifications, training and certificates as required.
- The post holder 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 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 Active Students 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.

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 - Active Students will report to the Senior Project Officer - Active who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to lead, work proactively and independently.

SUPERVISION GIVEN

In conjunction with the Senior Project Officer - Active and the HertSquad team, the post will provide supervision and support to a team of Activators, Sports Coaches/Instructors and Volunteers.

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.

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 part time position (1.0 FTE) consisting of 40 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 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 Project Officer - Active Students to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Senior Project Officer - Active or Project Manager - Active 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 - Active Students

EDUCATION AND QUALIFICATIONS

Minimum of a bachelor's or equivalent qualification or relevant demonstrable experience	Essential
Sports Degree or Management Degree	Desirable
National Governing Body Level 1 Coaching Qualification	Desirable
Emergency First Aid / First Aid at work	Desirable

EXPERIENCE

Experience of working/volunteering in Sports Development and/or Sports Industry	Essential
Experience of supporting/organising sports programmes and events	Essential
Experience of leading others including peers and/or volunteers	Essential
Experience of engaging people into sport and physical activity	Desirable
Experience of Higher Education and University Sport	Desirable
Experience event/activity management.	Desirable
Experience of using an insight-led approach to develop successful initiatives that drive participation, particularly among under-represented groups	Desirable
Experience of budget management and financial planning	Desirable
Experience of working in a customer service/focussed environment ideally within the sports industry	Desirable

KNOWLEDGE AND ABILITY

Knowledge of Sports Development principles and good practice	Essential
A good knowledge of sport, National Governing Bodies and external agencies	Essential
A good knowledge and appreciation of health and safety good practice	Essential
Ability to adopt and promote service excellence across all programmes	
Excellent IT skills including Microsoft packages and virtual delivery platforms	Essential
Knowledge of sports specific development plans and action plans	Desirable
Knowledge of sports marketing and promotion	Desirable
Knowledge of the use of physical activity to improve health and wellbeing	Desirable

BEHAVIOURS AND ATTRIBUTES

Excellent interpersonal skills and communication skills	Essential
Logical and methodical way of working with an excellent attention to detail	Essential
Excellent customer service and provision	Essential
Self-motivated, proactive and the ability to work well under pressure	Essential
Able to work on own initiative and as part of a team	Essential
Work well in a fast paced, busy and vibrant environment	Essential
Able and willing to be flexible about working hours and days to meet the varying demands of the post	Essential

Demonstrate our WELCOMES values at all times:

- Welcoming
- Extra Mile

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

Shared Responsibilities

The University of Hertfordshire's vision is to transform lives, whether that's our students or staff. This means whoever you are, we will support you to reach your full potential to succeed during your career with us. Our staff community comprises innovative individuals who want to develop, excel and add value by doing their very best. We each embody the University values to be friendly, ambitious, collegiate, enterprising and student focused. We are passionate about promoting and working in a diverse and inclusive staff community. Everyone who works for the University is encouraged to share in that sense of belonging, entitled to feel they are managed fairly, are valued and accepted, and understand they are being supported to succeed.