

Job Summary and Person Specification

Job Title – Community Sports Officer

Reports to – Club Development Manager (Community Development Team – Sport)

Based at – This is an administration post, with home working and delivering on Sports Programmes regionally and nationally within the Community Development Team.

Overview of the Role – This Community Sports Officer post will be a

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| Job Purpose | <ul style="list-style-type: none"> Working with the Clubs Development Manager, this role will be heavily involved in providing support services to all nationwide sport activity programmes. Provide business administration support for the Community Sport and Innovation Manager (CSIM) and Community Development Team (CDT) to enable efficient, well-organised programmes. To ensure the effective flow of office procedures to support the functioning of the nationwide sports offer, which incorporates support delivered by CDT. Coordinate office activities and operations to support the team's compliance with policies and CDT framework objectives. To provide Ad Hoc support to the Head of Community Development and Participation |
| Accountabilities | <ul style="list-style-type: none"> Accountable for supporting the smooth running of Sports services. Directly accountable to the Community Sport and Innovation Manager. |
| Main Responsibilities | <ul style="list-style-type: none"> Build good working relationships with the CSIM and the CDT team. Provide administration support for veteran and their families communications in a coordinated and strategic way, in line with framework expectations, principles and offers. Coordinate internal communication across regional and national CDT programmes. Respond to generic information emails and correspondence generated from social media, referrals and other channels ensuring that communications are passed on to the relevant parties promptly. Acting as a first point of contact for veterans and their families. Support administrative processes for risk management, compliance and audits within CDT activities. Coordinate processes and opportunities for the acquisition and dissemination of gift in kind and pro bono offers. |

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| | <ul style="list-style-type: none"> • Support the development of a database for peer facilitators and volunteers. • Contribute to raising the profile of existing and new service elements within sports and CDT. • Support the organisation of CDT sports events, meetings and networks. • Undertake data inputting for monitoring and evaluation purposes. • Support with framework assessments and internal referrals. • Project/programme management of relevant Sports Programmes inc. budget tracking. • Provide vital delivery support at Sports activities, nationally and internationally where required, which will include some weekends and out of hours support. • Support the Head of Community Development and Participation in ensuring that activities are delivered to a high standard and meet the required quality management and governance standards. • Undertake other duties as required. |
| Essential Qualifications | <ul style="list-style-type: none"> • Minimum Level 3 in Business Administration or another related qualification, or a minimum of 3 years' experience in a similar role. |
| Essential Knowledge, Skills & Experience | <ul style="list-style-type: none"> • Proficient knowledge of IT systems and Microsoft 365. • Proven experience in a business administration support role. • Flexible approach to work within a period of significant change. • Work well under pressure to deliver against agreed timescales. • Excellent verbal communication at all levels including listening skills. • Understanding of professional boundaries when dealing with beneficiaries and vulnerable adults. • Familiarity with office management procedures. • Ability to work effectively as part of a dispersed team. • Strong organisational skills. • Stakeholder management skills. • Good time management skills. • Collaborate effectively with colleagues. • Practical application of digital platforms. • Ability to work and understand instruction in a timely manner. • Understand expectations of a wide range of beneficiaries and staff. • Demonstrable experience in dealing with public and dealing with sensitive and confidential information. |

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| | <ul style="list-style-type: none">• Work within a range of environments and working cultures, adapting personal style accordingly. |
| Desirable Knowledge, Skills & Experience | <ul style="list-style-type: none">• Understanding of the Recovery Ethos.• An interest in sport and/or sports delivery.• Experience of work within the charity sector.• Business Administration qualification above a level 3. |
| Key Competencies & Behaviours | <ul style="list-style-type: none">• Confident and polite manner.• Ability to build rapport quickly and to understand needs and expectations.• Positive, empathetic, patient, polite and friendly manner.• Ability to remain calm under pressure.• Displays the highest level of integrity, confidentiality, and commitment.• Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management.• Work within a range of environments and working cultures, adapting personal style accordingly.• Lead and drive work forward with minimal direction.• Analyse information quickly and communicate concisely and articulately.• Well organised with the ability to prioritise.• Attention to detail in all aspects of work.• Demonstrates an ability to work as part of a team and be a flexible team member.• Demonstrates self-motivation.• Flexible re. hours of work. |

I have read and understood the Job Description:

PRINT NAME:

SIGNED:

DATE: