

JOB DESCRIPTION

Membership Services Assistant

Organisation:	Strathclyde Students' Union	Department:	Sports Union
Line Manager:	Sport Union Coordinator	Contract:	Term-time (Sep-23 to April-24)
Hours:	Up to 7 hours per week	Pay:	£10.90 per hour (living wage)

Job Purpose

The Membership Services Assistant will support the Sport Union Coordinator with core Sports Union administration particularly focussed around finance, transport and marketing. This role provides the opportunity for an individual to further develop their knowledge of sport administration and sport competition. This is a fantastic opportunity to gain first-hand experience working within a university sports department alongside peers in other student assistant roles.

Main Responsibilities

1.	Act as front-facing reception cover in the office as well as managing the central Sports Union email and phone line for routine enquiries from students or sports club members, providing high standards of customer care.
2.	Assist with our marketing workstreams by contributing to digital marketing tasks such as social media posts for events and campaigns, as well as working with sports clubs to promote club activity across all platforms.
3.	Assist with finance workstreams, by liaising with committee members, finance officer and Strath Union finance staff to monitor and maintain healthy financial accounts for sports clubs by producing balance statements.
4.	Work closely with sports club committees on the process of applying to, spending and reporting of Alumni Fund grants.
5.	Lead on the processing of Student Drivers by coordinating online assessments, conducting license checks (in accordance with the Transport Policy) and maintenance of driver database.
6.	Help deal with various elements of club administration and deadlines such as GMs, committee training, membership sales, etc.
7.	Take on desk research assigned by line manager to support the ongoing development of student sport programmes within the Sports Union and across the University.
8.	Undertake any other tasks relating to Sports Union business that may from time-to-time be reasonably requested.

Personal Specification

(A candidate must meet all essential criteria to be considered for selection)	Essential	Desirable
Experience		
Current University of Strathclyde undergraduate or postgraduate student	X	
One-year sport administration or club volunteer experience (voluntary)	X	
Experience of engaging with volunteers in a comparable environment		X
Knowledge		
Up to date knowledge of Sports Union services	X	
Working knowledge of social media platforms such as Instagram and TikTok	X	
Interest in/knowledge of the wider student sport industry		X
Job Related Skills & Abilities		
Excellent interpersonal skills and relationship management	X	
Demonstrable attention to detail in both written and verbal communication skills	X	
Fully competent in the use of MS office suite	X	
Strong numeracy skills, demonstrating accuracy and attention to detail	X	
Excellent organisational and planning skills; proven ability to prioritise workload, multi-task and meet deadlines	X	
Ability to understand and follow policies and procedures	X	
Experience designing content on Canva		X
Personal Qualities		
Enthusiastic, pro-active, and dynamic person with a passion for sport and physical activity	X	
Ability and willingness to flexible working hours	X	
Ability to self-motivate when working independently	X	

Planning & Organising

- Meet regularly with line manager to agree priorities (weekly) and to find better ways of working, but planning and prioritising own work activities daily.
- Remain flexible to unexpected events - non-regular workload is generated through activities of student representatives within the Sports Union, or under direction from the Executive Committee.

Relationships

- Internal relationships to include: Sport Union Coordinator (Line Manager); Sport Manager (Head of Department); other Sports Union staff; Students' Association staff; Sports Sabbatical Officer; Sports Executive Committee; Sports Club Office Bearers
- External relationships to include: Staff in other Sports/Athletic Union's and/or Universities; Strathclyde Sport staff; National Governing Bodies for sport; relevant suppliers (e.g., vehicle hire companies, insurance brokers, assessment providers etc.)

Decision Making

- All proposals made require the authority of Head of Department to receive funding or enactment.
- Ensuring all policies and procedures are followed, and in the most cost effective and efficient manner.

Job Context & Special Features

Students Associations are a specialist area where the Student Executive Committee are elected annually and as a result, presents various opportunities.

The post holder will be a member of staff who will always be expected to portray a positive image of the Union, both internally and externally and to set high standards of personal integrity and professionalism, leading by example.

Other Information

- The successful applicant will be required to serve a 3 month probationary period.
- We value diversity and welcome applications from all sections of the community.
- The role offers up to 7 hours per week during term time, with the opportunity for flexible hours during varying periods throughout the term.
- The normal working hours are between 9am to 5pm Monday to Friday with break time to be taken throughout the day.
- Evening and weekend working outside normal office may be required during term to meet organisational needs.
- Hybrid working may be available for this role

Application Procedure

Applicants should complete the [online form](#) and submit a CV and cover letter to ussa.sportsuser@strath.ac.uk by the prescribed deadline.

For informal enquiries about the role, please contact Leanne Carnan (Sports Union Coordinator) on leanne.carnan@strath.ac.uk