

Student Sport Assistant (Membership & Social Media)

Organisation:	University of Strathclyde Students' Association		
Department:	Strathclyde Sports Union	FTE:	7 hours per week guaranteed
Reports to:	Head of Department	Pay:	£9 per hour
Managed by:	Sports Union Coordinator	Contract Type:	Term-time Contract (Nov-20 to Mar-21)

Job Purpose

Support the culture, operating practices and customer experience of the University of Strathclyde Sports Union by providing first point of contact for all enquiries, ensuring clear and knowledgeable information of student sports clubs and services with an efficient and friendly approach. Provide administrative support for Sports Union office staff and increase engagement through use of social media.

Dimensions

- Role involves independent working, networking and administrative tasks.
- Work closely with other members of staff on a daily basis, dealing with front-line enquiries to provide a welcoming environment and excellent customer experience.
- Adopt a flexible approach to work hours, including evening and weekend working often at short notice.
- Over 50 sports clubs supported; approximately 3,000 students communicated with.

Main Responsibilities

1. Provide reception cover in the Sports Union office during lunchtime, afternoons and events, acting as the first point of contact for student, volunteer and member enquiries.
2. Answer and respond to email, social media and telephone enquiries, providing a high standard of customer care.
3. Support the administration of Sports Union and Club membership lifecycle. Tasks include:
 - Processing membership payments and refunds
 - Maintenance and upkeep of membership database(s)
4. Work closely with sports club committees and Strath Union cash office to monitor and maintain healthy financial accounts by assisting with the processing of payment requests, invoices, cash claims, and providing regular balance statements.
5. Provide administrative and customer support for the Sports Union transport booking system. Tasks include:
 - Process student driver registration forms, licences and online assessments
 - Coordinate the lease and return of dash cams for student group vehicle hires

6.	Prepare weekly Resource Packs and First Aid provision for BUCS & SSS student sport fixtures, ensuring regular communication with Team Captains.
7.	Assist with the social media and digital marketing output of the Sports Union, managing collation of news and digital content for all platforms.
8.	Undertake project and/or research work to support the ongoing development of student sport within the Sports Union and across the University of Strathclyde.
9.	Responsible for the day-to-day administration and health & safety compliance relating to the Student Sport Assistant remit, ensuring all activities and procedures follow good practice and comply with all relevant policies of the Sports Union, Students' Association, University and National Governing Bodies for Sport.
10.	Support the culture and operating practices within the Sports Union office, working in accordance with Strath Union governance documentation, policies & procedures, insurance and financial legislation at all times.
11.	Undertake any other tasks relating to the Sports Union business that may from time to time be reasonably requested by line manager, commensurate with level of appointment.

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 on a daily basis.
•	Remaining 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.

Decision Making

•	All proposals made require the authority of Head of Department to receive funding or enactment.
•	Day to day financial authority to approve expenditure within guidelines governed by the Associations' Financial Procedures Manual.
•	Ensuring all policies and procedures are followed, and in the most cost effective and efficient manner.

Relationships

•	Internal: Line manager; Other Association staff; Sports sabbatical officer; Sports Executive Committee; Sports Club Office Bearers
•	External: Staff in other Sports/Athletic Union's and/or Universities; Strathclyde Sport staff; Scottish Student Sport; British Universities & Colleges Sport; National Governing Bodies for sport; Suppliers; Transport Association's; Vehicle hire companies; Insurance providers.

Person Specification

(E = Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D = Desirable)

Educational and/or Professional Qualifications

E1 Current University of Strathclyde undergraduate or postgraduate student

Experience

- E2 One year sport administration or club volunteer experience (voluntary)
- E3 Up to date knowledge of sport club development opportunities at the University of Strathclyde
- E4 Experience of engaging with volunteers in a comparable environment

Job Related Skills and Achievements

- E7 Excellent interpersonal skills and relationship management
- E8 Demonstrable written and verbal communication skills for this student facing role
- E10 Focus on the provision of excellent customer service
- E11 Fully competent in the use of MS office suite
- E12 Strong numeracy skills, demonstrating accuracy and attention to detail
- E13 Excellent organisational and planning skills; proven ability to prioritise workload, multi-task and meet deadlines
- E14 Understanding of the role of social media in promoting projects and events

Personal Attributes

- E15 Able to deal with a high turnover of internal and external enquiries in an efficient manner
- E16 Enthusiastic, pro-active and dynamic person with a passion for sport
- E17 An understanding of individual responsibility in complying with Health & Safety policies and arrangements
- E18 Ability and willingness to have flexible working hours
- D5 Interest in, knowledge of University sport, especially the University of Strathclyde

Other Relevant Factors

- E19 Self-motivated, committed to excellence and personal development

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 at all times 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

Probation

The successful applicant will be required to serve a 3 month probationary period.

Equality & Diversity

We value diversity and welcome applications from all sections of the community.

Hours of Work

The normal working week is 7 hours with opportunity for additional hours during busy periods. 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 will be required during term to meet organisational needs.