



Strathclyde  
Students'  
Union



# Student Sport Assistant – Membership Services

<b>Organisation:</b>	Strathclyde Students' Union	<b>Department:</b>	Sports Union
<b>Line Manager:</b>	Sports Union Coordinator	<b>Contract:</b>	Term-time (Sep-21 to Mar-22)
<b>Hours:</b>	Approx. 7 hours per week	<b>Pay:</b>	£9.50 per hour (living wage)

## Job Purpose

Assist the Sports Union office in administering a range of membership services designed to facilitate student engagement in sport and provide an excellent customer experience by acting as the first point of contact for all general enquiries.

## Main Responsibilities

1. Provide reception cover for the Sports Union during lunchtimes, afternoons and events, acting as the first point of contact for enquiries from students, volunteers and suppliers.
2. Answer and respond to enquiries such as requests for information via email, telephone and social media.
3. Assist with the processing of Sports Union memberships and refund requests through administration of the Club Management Portal and other internal databases.
4. Assist committee members and Strath Union finance staff to monitor and maintain healthy financial accounts for sports clubs by processing payment requests and balance statements.
5. Assist with the processing of Student Drivers by coordinating online assessments, conducting license checks (in accordance with the Transport Policy) and maintenance of the driver database.
6. Provide administrative support for the Sports Union staff team and working groups by coordinating agendas for meetings and recording actions.
7. Undertake 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.

## Planning & Organising

- Communicate regularly with line manager (weekly) to agree priorities and find better ways of working, but planning and prioritising own work activities on a daily basis.
- Remain flexible to unexpected events and work hours, including evening and weekend working often at short notice.
- Non-regular workload may be at times generated through activities of sports clubs and committee members within the Sports Union.



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## Relationships

- Internal: Sports Union Coordinator (line manager), Head of Sport Development/Department, other Sports Union staff, Sports Executive Committee, Sports Club committee members
- External: Strathclyde Sport, Scottish Student Sport (SSS), British Universities and Colleges Sport (BUCS), Suppliers (e.g., vehicle hire companies, insurance brokers, assessment providers etc.)

## Person Specification

A candidate must meet all essential criteria to be considered for shortlisting:

### Essential

- Current University of Strathclyde student (UG/PG)
- Enthusiastic, pro-active and dynamic person; confident with other students
- Demonstrable administration experience (paid or voluntary)
- Good IT skills and competent with MS Office
- Excellent written and verbal communication skills
- Focus on the provision of excellent customer service
- Able to deal with a high turnover of enquiries
- Ability and willingness to have flexible working hours

### Desirable

- Interest in, and knowledge of student sport, especially UoS
- Experience of engaging with volunteers in a comparable environment
- Experience of using digital administration systems
- Ability to demonstrate good problem-solving skills

## Job Context & Special Features

Students' Unions are a specialist area where the Student Executive Committee are elected annually.

The postholder will be a member of the student staff team and will be expected to portray a positive image of the Union and Sports Union and set high standards of personal integrity and professionalism, leading by example to other students.

## Other Information

The normal working week is 7 hours with opportunity for additional hours during busy periods. Working hours will vary between 9am to 5pm, Monday to Friday scheduled in consultation with the line manager. Evening and weekend working outside normal office hours may be required to meet organisational needs.

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

## Application Procedure

Applicants should submit a CV and cover letter on BreatheHR recruitment system by the prescribed deadline.

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