

Job title:	Customer Service Project Officer
Salary:	£20,000-£22,000 (full time equivalent – dependant on experience)
Hours of working	37.5 hours per week* We have a flexible approach to working balanced with business need.
Persons Responsible to:	Project Manager Coach Education and Compliance
Persons responsible for:	N.A
Location:	Home working with a requirement to be in the office (Edgbaston, Birmingham) for at least three days per week
Special conditions:	Casual car user allowance for business travel only. Attendance at meetings/events may be required outside of normal office hours in which case reasonable notice will be given.
Job closing date:	Wednesday 4 th August 2021
Interview date:	Wednesday 11 th August 2021

**Our working hours are usually 9-5pm. Due to the international nature of this role, there will be some days during the week where the applicant will be expected to work outside of these hours (starting earlier/later in the day to compensate for this). There potentially may be occasions where weekend work is required but advanced notice will be provided.*

Job Purpose and Summary

We are seeking a self-motivated and enthusiastic individual to administer our specific sport education programmes in the UK and internationally.

This is a valuable role within the company as it involves coordinating education and training in line with our contractual agreements with our partners and qualification standards. It will involve the inputting and management of data via our CRM system, which is essential for compliance.

The successful applicant is required to have excellent interpersonal skills and have experience in providing high quality customer service. The ability to multi-task and deal with conflicting priorities is essential. We are looking for an individual that can work as part of a team but who also can use their initiative, work independently and be pro-active. The successful applicant must have excellent attention to detail.

Duties and Responsibilities:

1. Course administration: To administer and coordinate specific sport projects involving delivery of training to coaches, officials, volunteers and the professional workforce.
2. Booking process: To administer the booking and registration of interest process for specific domestic and international courses, answering the phone and dealing with email enquiries effectively and promptly.
3. Learner communication: To communicate effectively and confidently with learners pre, during and post course to support their learning journey, ensuring they have all the relevant information needed.
4. Facility liaison: To liaise with and book facilities domestic and internationally, in line with course requirements.
5. Website maintenance: To be responsible for developing content, uploading and maintaining course website pages to ensure they are reflective of course requirements and also advertising courses on relevant partner websites.
6. Finance: To raise invoices via our purchase order system, chase outstanding fees and reconcile courses in line with contractual agreements.
7. Workforce communication: To confidently work with our tutor workforce, allocating them to courses, distributing relevant quality assurance reports and ensuring they have the relevant resources for course delivery.
8. Course requests: To respond in a timely manner to course requests, communicating effectively with the course organiser, sourcing a workforce and ensuring the course runs smoothly as per the course requirements.
9. Processes and procedures: To ensure all process and procedures are up-to-date for each specific project and are regularly reviewed. Also, there is a need to be responsible for developing and creating new documentation, where required.
10. Relationship development: To be able to communicate effectively and be proactive in maintaining regular contact with learners, the workforce, facilities, course organisers and relevant partners to support relationships.
11. Compliance: To ensure all compliance information is up-to-date and accurate for apprentices, learners, employers, and workforce.
12. Event support: To support the organisation of meetings, virtual, face to face and other service-related events to support delivery.
13. Reporting: To collate feedback on specific sport projects and generate reports based on insight

and data, helping us identify areas for improvement.

14. Office tasks: To undertake a variety of office tasks which may include (but not limited to); photocopying, printing, scanning, storing paperwork, and supporting with preparation and finalisation of the meetings held in the company meeting rooms.
15. Training and development: To undertake appropriate training and development opportunities.
16. Equality and diversity: To promote equality, diversity, and social inclusion issues throughout all of Sport Structures work promoting a positive approach to the work environment and partner relationships. To personally act as an exemplar on these issues.
17. Health and safety: To ensure the health, safety and welfare of employees and the public by complying with the appropriate health and safety policies, organisations and arrangements and the employment of safe working practices and risk assessment and management and to comply with the No Smoking policy.
18. Other duties: To undertake other duties, as appropriate, to achieve the objectives of the post, and to assist the organisation in the fulfilment of its overall objectives, commensurate with the post holder's salary, grade, abilities, and aptitude.

Person Specification

Our company is underpinned by highly motivated people who share enthusiasm for their work. We recruit individuals whose honesty, integrity, initiative, and creative approach to problem solving shines through. An inspiration to your colleagues, you will have passion and a commitment to getting things done while always placing the 'customer' at the center of everything you do. Above all you must demonstrate the following qualities, skills, and experience:

	Experience	Essential (E) Desirable (D)	Assessment method
1.	To be educated to GCSE standard or equivalent	E	AP/I
2.	Relevant experience in office administration preferably in a sporting setting	E	AP/I
3.	Experience in customer services roles	E	AP/I
4.	Hold a track record of high attendance and punctuality	E	AP/I
5.	Experience in communicating effectively with people from a variety of backgrounds	E	AP/I
6.	Experienced and proficient IT skills (using Microsoft office and CRM systems)	E	AP/I
7.	Experience working flexibly in a small team, building strong day-to-day relationships with colleagues.	E	AP/I
8.	Experience of handling data and statistics	E	AP/I
Skills & Abilities			
9.	Excellent customer service skills with a proven ability to respond positively and proactively to colleagues and external contacts	E	AP/I
10.	Excellent interpersonal skills with the ability to communicate effectively, clearly and confidently in written, verbal and electronic forms appropriate to the audience	E	AP/I
11.	Able to manage a varied workload, balancing scheduled tasks with requests for assistance from the staff team, which may have short deadlines	E	AP/I
12.	Good problem solver who has the ability to use their initiative to find solutions	E	AP/I
13.	Ability to work methodically and independently, with minimal supervision	E	AP/I
14.	Excellent organisational and time management skills	E	AP/I
Knowledge & Understanding			
15.	A good working knowledge of administration processes, systems and databases	E	AP/I
16.	A knowledge of sports development and sports coaching landscape	D	AP/I
Personal Behaviors			
17.	Display personal responsibility for decision making and actions	E	AP/I
18.	Self-motivated, punctual, reliable, able to maintain confidentiality.	E	AP/I
19.	A positive approach to dealing with challenging issues	E	AP/I
20.	Keen to learn with the confidence to ask questions	E	AP/I

Key	AP – Application process, I – Interview
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The interview panel will determine the priorities of the elements of the person specification.

We are committed to a policy of equal opportunity for all. Our aim is to have a diverse workforce and welcome applicants from all suitably qualified individuals. To request a copy of our Equality and Diversity Policy, please contact us.

Sport Structures was formed in 2002 with the aim of providing high quality, cost effective consultancy, management, and administration services to sports organisations. Our vision is: *To lead the sector by inspiring, creating and delivering opportunities that meet individual and organisational aspirations.*

The company has evolved considerably since its evolution, increasing the range of products and services on offer with new business areas emerging thanks to the considerable knowledge and experience within the senior team. The company is underpinned by a strong graduate training and development approach. We have a defined mission:

In developing people and organisations in the sport and physical activity sector, we will:

- *Deliver high quality products and services.*
- *Develop solutions that drive change and maximise impact.*
- *Provide accessible learning and development opportunities.*

We hold our values very highly in reflecting how we operate:

- **Passion:** *Inspired by our mission, we are driven to make a difference.*
- **Integrity:** *We commit and hold ourselves accountable to the highest standards of ethics.*
- **Excellence:** *We strive for high quality by challenging, reflecting, learning, and improving.*
- **Togetherness:** *We use the power of collective working to share, empower, educate, and innovate.*

Our offices are based in Edgbaston and we offer a professional, friendly, and supportive environment. As a company, we have a flexible approach to working to support our staff and their personal circumstances.

Please apply for the role, please submit:

- A job application form, found via our website <https://www.sportstructures.com/about-us/join-our-team/>
- A CV outlining your work experience, skills, training and identify a minimum of 2 referees.
- A covering letter to describe how your skills, knowledge and experience meet the requirements of the position.

Applications **without** the above documents, will **not** be considered.

Applications should be submitted to:

Amy.Bryant@sportstructures.com

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