

About us

We are a sport consultancy and education and training provider and have been working in the sector since 2002. We have two companies – Sport Structures Limited and Sport Structures Community Interest Company (CIC). Both companies work together to provide an excellent service and the remit of the CIC is to re-invest back into sport. We pride ourselves on being a company with a social conscience. Our aim is to:

Transform sport and physical activity through empowering and inspiring people.

We work with a range of organisations from National Sport Organisations, National Governing Bodies of Sport, Universities and community sport organisations, along with individuals who access our training. These include apprentices, volunteers, coaches and the professional workforce. We have a number of [landmark projects](#) that have shaped us as an organisation and we are proud to have won a [number of awards](#) over the years. Our mission is to:

Provide solutions that add value and drive positive change, reflecting the diverse needs of sport and physical activity.

- ***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

Job Summary

We are seeking a self-motivated and enthusiastic individual to work as part of a team to deliver multiple sports development projects, working with a variety of organisations such as County Sport Partnerships (CSPs) and National Governing Bodies (NGBs).

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 has good attention to detail and can use their initiative.

Job title:	Sport Project Officer
Persons responsible for:	N.A
Responsible to:	Project Officer Coach Education and Compliance
Salary	£18,500-£19,500 per annum
Location	This role is predominately office based with a requirement to be in the office (Edgbaston, Birmingham) for at least three days per week.
Hours of work	37.5 hours.

	We have a flexible approach to working balanced with business need.
Special conditions	Permanent contract 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.
Closing date	Monday 11 th July 2022
Interview date	Tuesday 18 th July 2022

Duties and responsibilities:

1. Project planning: To plan and coordinate an annual programme for specific sport projects involving delivery of training to coaches, officials, volunteers and the professional workforce.
2. Project delivery: To ensure all venues, workforce and resources are in place and that information regarding each course is sent to learners and tutors both prior to and after courses and workshops.
3. Customer communication: To answer all queries from learners and course organisers via telephone and email relating to sports projects within agreed company timescales.
4. Workforce management: To monitor workforce numbers and locations for each sports project to ensure suitable numbers of qualified workforce are available to successfully deliver sports projects.
5. Relationship management: To be proactive in maintaining regular contact with partners and escalate to managers where issues are identified which could impact a partner relationship.
6. Customer satisfaction: To monitor feedback surveys for each sports project to identify trends and suggest where changes to processes could be made to improve the experience of learners and course organisers.
7. Finance: To coordinate invoicing, purchase orders and reconciliation for partner organisations for each sports project as appropriate.
8. Compliance: To ensure all information is up to date and accurate and plan quality assurance for each sports project.
9. Reporting: To maintain data accurately and report on each sport project for internal and external purposes in line with agreed contractual obligations and KPIs.
10. Apprenticeship coordination: To specifically support with recruitment and compliance requirements for our apprenticeship provision
11. Project research and delivery: To deliver on specific sport development projects and support with the collation of web-based research.
12. Online Learning: To support with administration specific to the provision of online learning and data, where required.
13. Project marketing: To regularly update website pages related to each sports project to ensure all information remains accurate and that courses are added to the website with sufficient time for the marketing team to promote courses.
14. Processes and procedures: To ensure all process and procedures for each sports project are updated on a regular basis and to create new processes where required.
15. Office Tasks: To undertake a variety of office tasks which may include (but are not limited to); photocopying, printing, scanning, storing paperwork, and supporting with preparation and finalisation of meetings held in the company meeting rooms.
16. Training and development: To undertake appropriate training and development opportunities.

17. 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.
18. 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.
19. 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 holders salary, grade, abilities and aptitude.

Person Specification:

In order to fulfil the responsibilities outlined in the job description the person appointed to the above post must demonstrate the following qualities, skills and experience:

	Experience	Essential (E) Desirable (D)	Assessment method
1.	Experience in customer services roles	E	AP/I
2.	Experience in communicating effectively with people from a variety of backgrounds	E	AP/I
3.	Experience in developing working partnerships with other professional organisations and / or the voluntary sector.	D	AP/I
4.	Experience in project coordination processes, demonstrating attention to detail	E	AP/I
5.	Experience of working independently and as part of a team	E	AP/I
6.	Experience and excellent working knowledge of Microsoft Office packages and CRM systems	E	AP/I
	Skills & Abilities		
7.	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
8.	Ability to work as part of a team and a willingness to make an effective contribution to the work of the team	E	AP/I
9.	Excellent organisational and time management skills	E	AP/I
10.	Good problem solver who can use their initiative to find solutions	E	AP/I
11.	Excellent customer service skills with a proven ability to respond positively and proactively to colleagues and external contacts	E	AP/I
12.	Ability to work methodically and independently	E	AP/I
13.	Ability to work in a confidential manner	E	AP/I
	Knowledge & Understanding		
14.	A knowledge of sports development and sports coaching landscape	D	AP/I
15.	Knowledge of project coordination / management techniques	E	AP/I
	Personal Attributes		
16.	Punctual and reliable	E	AP/I
17.	A positive approach to dealing with challenging issues	E	AP/I
18.	Has a can-do attitude with a high level of personal motivation and pride to work	E	AP/I
19.	Has a commitment to continual professional development, learning with the confidence to ask questions	E	AP/I
	Qualifications		
20.	To be educated at degree standard (BSc / BA / Bed), preferably in a sport development or sports related subject	D	AP/I
Key	AP – Application process, I – Interview, T – Test, R – Reference		

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.

Please apply for the role, please submit:

- A job application form which can be 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

Sport Structures Limited

Suite 8, The Cloisters, 12, George Road, Edgbaston, Birmingham, B15 1NP

(t) 0121 455 8270

(w) www.sportstructures.com