

Title Digital Project Officer
Team Digital and Engagement
Manager Digital Project Manager



ABOUT BUCS

For over 100 years British Universities and Colleges Sport (BUCS) has been at the forefront of university sport in the United Kingdom.

Our ambition is to deliver exceptional student sporting experiences that inspire, develop and unite.

BUCS works with its member institutions to get more students active more often, through traditional competitive sport and providing physical activity opportunities.

By joining us, you will be a part of a vibrant and inclusive community, working to inspire and engage students across the nation.

JOB DESCRIPTION

Main purpose

Work with internal and external stakeholders to improve the delivery of BUCS' digital systems and lead on providing expert support.

Using high attention to detail, ensure user queries are dealt with in a timely and accurate manner, whilst supporting the Digital Project Manager with any new enhancements.

Main duties and responsibilities

BUCS Play

- Support the Digital Project Manager with the continuous improvement of BUCS Play.
- Lead on member support by managing the BUCS Play support desk, responding to user queries and respectfully updating members from first receipt to completion.
- Manage the support resources and help guides available to members and BUCS staff whilst making them as inclusive as possible.
- Raise support tickets with BUCS Play's technology partner (Playwaze) to resolve bugs, appropriately prioritising and tracking each issue until final closure.
- Provide continuous support on BUCS Play to BUCS staff and provide training as and when needed.
- Work with internal staff and members to manage the ongoing usage of BUCS Play to ensure it continues to meet the needs of BUCS and our membership.
- Support the Digital Project Manager with the scoping of new features to continuously improve BUCS Play.
- Work with the Digital Project Manager and BUCS staff on the testing of enhancements and new innovative projects, as well as periodic maintenance of existing features.

CRM

- Provide support on the CRM to BUCS staff.
- Ensure high level data quality by identifying user errors and coordinating regular data cleansing initiatives.

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Website

- Work with the Digital Project Manager and Head of Digital and Engagement to drive the continuous improvement of the website.
- Raise support tickets with the website supplier (Pixl8) to resolve bugs, appropriately prioritising and tracking each issue until final closure.
- Ensure members can access the member portal (MyBUCS) by responding to support queries and running regular data checks.
- Manage support resources and help guides.
- Provide support on the website and content management system (Preside) to BUCS staff.

Other

- Propose and manage process improvements that add value through improved customer service and enhanced effectiveness and efficiency.
- Manage and develop relationships with other teams.
- Undertake duties as can be reasonably expected to ensure the smooth running of BUCS and in compliance with our policies.
- Professionally represent BUCS at all times.

PERSON SPECIFICATION

BUCS is a Disability Confident Committed and Equal Opportunity Employer. We value diversity and are committed to fostering an inclusive and supportive work environment. We make all employment decisions without regard to age, national origin, race, ethnicity, religion, belief, gender, sexual orientation, disability, or any other characteristic protected by law.

Research shows that some people don't apply for a role if they feel they do not meet 100% of the person specification. We encourage you to apply for this role if you feel you meet the key skills and knowledge listed below, even if you feel you do not have all of them. We are passionate about identifying the right people to help us develop and thrive.

The ideal candidate will have a strong attention to detail, possess an inquisitive mind and be a proactive problem solver. No particular existing skills are required, just the want to be part of an exciting, innovative, customer-focused, fast-paced environment.

Essential skills and ability

- A logical mindset and strong problem solver, with the ability to be creative and analytical.
- A good technical understanding and desire to work with technology (previous professional experience is not essential)
- Able to manage competing priorities to deliver for our members.
- Excellent stakeholder management and the ability to easily form dynamic and effective cross-team working relationships.
- Excellent planning and organisational skills
- Excellent communication skills, especially in writing
- Ability to self-manage/self-motivate
- Good administrative and data management skills

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Desirable platform experience (desired but not essential)

- Zendesk
- Content Management System (CMS), e.g. WordPress
- Microsoft Dynamics
- Proficiency with relevant Microsoft software packages
- Project management tools, e.g. Monday.com