

JOB DESCRIPTION

TITLE	Digital Project Officer (Football)
EMPLOYER	British Universities and Colleges Sport (BUCS)
TEAM	Digital and Engagement
MANAGER	Digital Project Manager
CONTRACT TYPE	Fixed term until July 2024
PLACE OF WORK	Hybrid, office location 20-24 Kings Bench Street, London SE1 0QX

MAIN PURPOSE OF ROLE

The Digital Project Officer (Football) is responsible for supporting the delivery of all football and futsal digital projects and systems.

The focus of the role will be leading on the football and futsal intramural sport (IMS) BUCS Play project and providing support to all Football Accredited higher education (HE) member institutions on BUCS Play and the newly digitised Football Accreditation system, both launching ahead of the 2023-24 season.

BUCS Play is a purpose-built competition management system, powered by Playwaze, which provides institutions with a platform to run their league and knockout competitions and session bookings, manage their teams and fixtures, and track participation within their football and futsal IMS programmes.

The Football Accreditation system, currently in development, is the platform on the BUCS website where institutions will complete their accreditation reports, apply for funding opportunities, and book and approve applications to member services.

The role requires collaboration with The FA, member institutions and other key stakeholders relevant to the development of the grassroots game.

MAIN DUTIES AND RESPONSIBILITIES

1. Football/Futsal IMS BUCS Play Project

- Lead on the overall delivery of the project, whilst working together with the Digital Project Manager and Football Development Manager (Participation) to ensure it continues to meet its strategic objectives.
- Lead on the expression of interest, recruitment process and licensing for Football Accredited institutions' utilisation of BUCS Play to run their football/futsal IMS programmes.
- Manage the ongoing relationships with all internal and external stakeholders.
- Create a project communication plan, and work with the Engagement Team to help deliver this.
- Deliver all project-focused seminars and training.
- Assemble participation reports for The FA and BUCS.

2. Digitised Football Accreditation System

- Lead on support to members and respond to user queries through their use of the system and the website's member portal (MyBUCS).
- Raise support tickets with the relevant stakeholders to resolve bugs, appropriately prioritising and tracking each issue until closure.
- Create and update support resources and help guides.
- Provide continuous support to the Football Development Team and conduct training as required.
- Work with the Digital Project Manager to drive the continuous improvement of the system, and support with the scoping of enhancements.

3. BUCS Play Support

- Work with the Digital Project Officer to manage the BUCS Play support desk, respond to user queries, and update members from first receipt to completion.
- Raise support tickets with BUCS' technology partner (Playwaze) to resolve bugs, appropriately prioritising and tracking each issue until closure.
- Create and update the support resources and help guides available to members and BUCS staff.
- Test enhancements, new projects and bug fixes, as well as periodic maintenance of existing features.
- Provide continuous support on BUCS Play to BUCS staff and conduct training as and when needed.
- Work with BUCS and member staff to manage the ongoing usage of BUCS Play, to ensure it continues to meet the needs of BUCS, The FA and our membership.
- Support the Digital Project Manager with the scoping of new features to continuously improve BUCS Play.

4. CRM

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

5. Other

- Provide support to the Football Development Team with any additional work as and when required.
- Propose and manage process improvements that add value through improved customer service and enhanced effectiveness and efficiency.
- Work in collaboration with other BUCS departments and teams to provide digital support when needed.
- Undertake duties as can be reasonably expected to ensure the smooth running of BUCS and in compliance with our policies.

This role may involve weekend and evening work and overnight stays at BUCS events.

PERSON SPECIFICATION

The ideal candidate will have strong attention to detail, possess an inquisitive mind and be a proactive problem solver. No specific existing skills are required; just the desire to be part of an exciting, innovative, customer focused and 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 form effective cross-team working relationships easily.
- Excellent planning and organisational skills.
- Excellent communication skills, especially in writing.
- Ability to self-manage and self-motivate.
- Good administrative and data management skills.

DESIRABLE PLATFORM EXPERIENCE (DESIRED BUT NOT ESSENTIAL)

- HubSpot, Zendesk or any other customer support platform.
- Content Management System (CMS), e.g. WordPress.
- Microsoft Dynamics or any other CRM software.
- Monday.com or any other work management software.
- Proficiency with relevant Microsoft software packages, especially Microsoft Excel.