

CITY STUDENTS' UNION

WE'RE HERE FOR YOU

Sports Development Administrator

Candidate Pack

The Key to a New Role at City Students' Union



**CITY
STUDENTS'
UNION**

Welcome

Thank you for your interest in City, University of London Students' Union (the Union) and becoming our Communities & Events Coordinator. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 20,000 of our members - every City student. We're run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We're governed by a board of ten Trustees, who work alongside our student Officers, staff team, and hundreds of student volunteers to run a thriving and active students' union in the heart of London. The Union has gone through continual development over recent years after recruiting several staff to re-energise the Union. It's an exciting time for us, we are just about to launch a new strategic plan that will see us through to 2023.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.



Gesmina Tsourrai
President and Board
of Trustees Chair
22/23



Philip Gilks
Chief Executive

About Us

With a rich history spanning over 125 years, City, University of London Students' Union is the primary organisation representing the views of almost 20,000 students at City, University of London to the institution and beyond.

With four Full-Time Student Officers, a team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus tasked with improving and delivering the best Student Experience. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, supporting 25+ sports clubs and 191 student groups, to promoting the employability and development of students through our 40 summer micro placements or fostering belonging through our events programme. The Union also runs an online store which sells a range of products, including ethically sourced University branding clothing, merchandise and stationery.

The Union is striving to develop as an organisation and has recently enlarged its physical footprint, we're well on our way to transforming community at City, University of London.



Our Vision, Values & Strategy

The Union has a strategy which was launched on 1 August 2019 and set the direction of the Union until 2023. The key headlines are:

Vision

You have a great time as a student at City and when you graduate you believe your time here has given you the skills and experiences to achieve your goals.

Mission

The Students' Union will empower student success, with services and support that enhance your time at City and beyond.

Values

We listen, learn and lead.

Our values define our approach and culture, we'll demonstrate them in our behaviour by:

- **Asking the questions that matter;** how does it feel to be a student at City? How can your experience be improved?
- **Questioning our work, asking;** are we working in the most effective way? Is there a better way? We thrive on finding innovative ways to tackle the issues you raise that present barriers in order to add value to your experience at City.
- **Not fearing failure;** we try new things in the knowledge that not everything will work first time. What matters is learning from our experience and constantly seeking to improve.
- **Evidence underpinning what we do;** from our experiences, learning from others and from listening to you.

More Information

The Union has been working this year to research and prepare for the launch of our new strategic plan that will take us up to 2026. Our research shows that community and belonging are key priorities for students and will form a fundamental part of the Union's Strategic Plan. Improving students' physical and mental health and building communities and connection through sport will play an important role in the Union's work over the next three years.

For more information on the Union strategy, visit www.citystudents.co.uk.

Who Are We Looking For?

We are looking for a Sports Development Assistant to join our Communities Team as we look to embed sport development within the students' union. Community and belonging are the bedrocks of ensuring students success whilst at University and sport teams and CityActive plays a crucial role in developing this at City. We're looking for someone to support the development of our sports teams to grow their membership, create more inclusive communities and increase participation in sport.

In this role you will be responsible for delivering the administration of sports teams to ensure the successful running of match days. You will be the primary liaison with sports captains, university administrators and umpires, provide weekly fixture confirmation, process umpire payments and prepare necessary arrangements to ensure sport teams and Individuals arrive at home and away games. This will require excellent organisational skills, prioritisation and time management abilities. A strong understanding of health and safety is a must!

In this role you will also provide support and development to students involved in sport. Whether that is organising the sport captains training day, ensuring our sport leaders are trained in first aid, providing insight through annual feedback surveys or providing 1-2-1 support to sport captains on events and budgeting; you will be at the frontline of supporting our students involved in sport to success.

You'll also be the key liaison and first point of contact for our representational sports team coaches. You will recruitment and onboard all coaches and be their primary point of contact leading up to, and throughout the season. You will ensure that coach invoices are correct and processed in a timely manner and will liaise with them throughout the season with regards to team training plans and fixture confirmations. Excellent communication skills are key to this role.

You will work on site, mainly at our Northampton Square office with occasional work at CitySport and other sites as per the needs of our students. This is a student facing role so being on campus is essential to make sure students get to know you, the Communities Team and to make sure they feel supported by us.

Equity, Diversity, and Inclusion (EDI)

EDI Statement

City, University of London, and the Students' Union are committed to promoting equality, diversity and inclusion in all activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief, or other irrelevant distinction.

Ensuring equality, diversity and inclusion is fundamental to who we are as an organisation and below are some of steps and actions we have taken over recent years to support us on this journey.

Recruitment

We are committed to reducing and challenging biases in the recruitment process, and we do this through regularly reviewing our job profiles, training of panel members, implementing an anonymous shortlisting approach, being a member of the [Disability Confident Scheme](#) and ensuring a diverse panel. We are always open to new approaches to continue to develop our understanding.

EDI Committee and Our Equality Working Groups

The Board of Trustees has two sub committees, one of these is the EDI Committee. This Committee, chaired by Trustees, consists of staff, officers, and students, and ensures we are reviewing and challenging our policies, activities and culture through an EDI lens.

The Union has two established working groups, including the Race Equality Working Group and the LGBTQ+ Equality Working Group. These groups, composed of staff, officers and students, focus on the experience of staff and students with the Union. They have led on initiatives such as:

- Launch of the [Race Equality Resource Hub](#) and the launch of an EDI library.
- A review of our approach to recruitment.
- Consultation with student groups and exploring student engagement data.
- Activities and trips, such as to the National Queer Museum.

Engagement with City, University of London

We play a very active role in both contributing and leading EDI work across the university. This includes our staff engaging in different affinity groups, such as the LGBTQ+ Staff Network and the Network for Racial Justice as well as being members of groups delivering schemes such as the Race Equality Charter and Athena Swan.



Role Profile

| | |
|-------------------------|---|
| Post: | Sports Development Administrator |
| Department: | City, University of London Students' Union |
| Grade: | 4 |
| Tenure: | Permanent |
| Responsible to: | Sports Development Coordinator |
| Responsible for: | Micro-Placement Programme Students, occasional temporary staff and volunteers |

Summary of Post / Job Purpose

This post contributes to the delivery of sports development, community, and student-led activity for students at City, University of London Students' Union and is one of our most student-facing positions. The purpose of this role is to assist in the organisation, logistics and delivery of student sport. They will take responsibility for the sourcing of external coaches and ensure all relevant documentation is provided to enable safe, effective opportunities for students. They will be responsible for establishing a welcoming, inclusive, and engaging sports environment.

Responsibilities / Principal Accountabilities

1. To deliver the administration to ensure the successful running of match days.

- Primary liaison with Student Sports Captains and university administrators (opposition).
- Manage rearrangements and postponements of matches in conjunction with student sport teams (home/away).
- Book officials and external facilities for sports fixtures.
- Provide weekly fixture confirmation and distribution of results to designated mailing lists.
- Provide regular check of student activity cards (matches and/or training).
- Assist in completion of national governing body of sport affiliations.
- Prepare necessary arrangements to ensure sport teams and Individuals arrive at home and away games. This will entail booking team transport, referee confirmations, arrange match kit (uniforms, balls, additional equipment) to be available.
- Oversee the sports team storeroom, ensure there is an asset register and providing up to date list for security of eligible individuals permitted access.
- Collect/drop off kit from various locations (CitySport, Northampton Square, Laundrette) on an ad-hoc basis.
- Update the sport management system (BUCSPlay) results by necessary procedures, placing results to established distribution lists. Upload fixture start times, venues and other required information to BUCSPlay.
- Cross checking invoices for multiple vendors (Venues, Transport & Ad hoc.).
- Forward miscellaneous payment forms to appropriate vendors (Officials, coaches, students).
- Coordinate post-fixture appeals with National Governing Body (Playing Under Protest, match appeals, disciplinary sanctions).

2. To support and provide development to students involved in sport.

- As directed by the Sports Development Coordinator, provide the organisation of the sport leaders training day, refresher training and other training as required.
- Ensure all relevant sport leaders have had training on first aid reporting/procedures and relevant BUCS rules and regulations.
- To track and measure the engagement Student Leaders have with any training resources.
- To undertake relevant administrative tasks to provide excellent and personal support to sport student leaders, including but not limited to: updating membership lists; processing room bookings; event/activity proposal forms; finance forms; external speaker requests; fundraising requests; and risk assessments.
- To provide 1:1 and group support and guidance to sport student leaders on sport, events management, including advising on budgets, venues, suppliers, promotional materials, sponsorship, audience and evaluation.
- Provide insight via mid/annual feedback survey from sport team members of the Sports Programme.
- Assist with implementing feedback to be used with the planning and development of the future timetable and support offered to students involved in sport.
- To raise Safeguarding concerns relating to Sports Teams to their manager and escalate to City where applicable.
- To annually support the handover of leadership responsibilities between outgoing and incoming sport leaders.

3. To administer the delivery of coaches and referees.

- Main contact for Coaches and Referee queries
- Ensure all right to work checks are completed for Coaches, onboarding to University recruitment system as well as suitable recruitment process (managing applicants, applying selection criteria etc.
- Ensure that Referee cashless payment system (or equivalent) is credited for payments and all payments are made promptly upon fixture completion.
- Input Coach's hours monthly and within deadline on the system and verified.
- Provide feedback to Coaches and Referees via Captain's meetings and termly updates.

4. To provide general administration to enable the delivery of sports development.

- Contribute towards the production of content for social media channels and marketing materials. Assist in the maintenance of the Wolfpack brand (University Sport Teams/Clubs) and adhering to Union Marketing guidelines.
- Contribute ideas and initiatives to improve and promote sport and its benefits to City, University of London students.
- Respond to enquiries to generic sports email within set response timeframes (48 hours).
- To support, as required, with the administration of the CityActive programme and other initiatives related to sport.
- To support the department line manager by monitoring Student Leaders budgets to ensure the financial controls are maintained by Student Groups, providing reports and information as required.
- To deliver finance tasks as required on behalf of the line manager, including tasks such as raising purchase orders, checking expense claims, and submitting invoices.
- To support the line manager in annual operational planning for the department.
- To support the line manager to ensure the efficient upkeep of equipment and resources related to sports development, including ensuring appropriate measures to record use and storage and monitor health & safety requirements.

- To build and maintain relationships with externals and third-party groups relevant to the delivery of Student Groups (suppliers, venues, trainers, local community groups, charities, other students' unions).
- To ensure all documents and webpages relating to the running of sport are regularly updated, including revising any guidance annually.
- Contribute to the organisation and delivery of events including Team Photo's, Captain's Training, Varsity, Welcome/Induction Week and end of season Sports Awards
- The post holder will also be expected to organise meetings, circulate agendas, take minutes and ensure that room bookings and refreshments are ordered on an ad-hoc basis.

General

- Represent and be an ambassador for the Union.
- To support the delivery of Students' Union Officer and Assembly priorities across the year as needed.
- To provide briefings and policy updates to the Students' Union Officers and other elected Student Leaders as required.
- To adhere to all relevant Union policy, procedures and governing documents at all times.
- To actively demonstrate commitment to equality, diversity and inclusion.
- To undertake appropriate training and development as required for the role.
- To assist in key Union activity and events throughout the year, including but not limited to Welcome, Elections, and the Micro-Placement Programme.
- To undertake any other duties appropriate to the role, role grade and organisation, within their competence as required by management.
- To provide operational cover or support for colleagues including absence and periods of peak workload as required.
- To treat any personal, private or sensitive information about an individual or organisations and/or clients or staff confidentially in line with GDPR compliance.
- To actively engage in student-facing projects and activities of all kinds as required.
- To supervise temporary staff, Ambassadors, Micro-Placement students, or volunteers as required.
- To provide administrative support as required.
- Work independently and be administratively self-supporting.

Candidate Specification

| Criteria | Essential (E)/ Desirable (D) | Assessment (Application (A) / Interview (I)/ Task (T)) |
|--|---------------------------------|---|
| Qualifications and Knowledge | | |
| Strong understanding of the role of Higher Education in the context of Sport and the University Sporting landscape | E | A, I |
| General understanding of Team sport rules and laws | E | I |
| Governance within National Governing Bodies relating to inclusion within Sport | D | A, I |
| Professional qualification or degree within Sport | D | A |
| Experience | | |
| Extensive experience working effectively using your own initiative autonomously | E | I |
| Experience working with a University/Students' Union Sports Department or similar environment | E | A |
| Experience working with BUCSPlay or similar platforms | D | A |
| Skills and Abilities | | |
| Basic knowledge of Health and Safety management issues, through appropriate training and practice within all aspects of Sport and Leisure activity and Facility management | E | A, I |
| IT literate with a good understanding of IT-based administrative control systems and an ability to develop and effectively manage administrative procedures | E | A |
| Outstanding interpersonal skills and the ability to work effectively with people of different backgrounds and cultures | E | A, I |
| Ability to communicate effectively and maintain excellent working relationships with students and stakeholders (coaches, referees, other Universities) | E | I |
| Work proactivity to ensure a high level of service delivery is given at all times | E | I |
| Awareness of social media trends and an up to date knowledge of emerging channels/platforms' | D | A, I |
| Excellent/demonstrable organisational skills, prioritisation and time management abilities | D | A, I |

Job Perks & Benefits

In addition to working in one of the best jobs around you will have access to an array of perks as shown below:

- A generous holiday package of 30 days, plus 8 statutory days, and additional closure days over Christmas.
- A flexible and supportive approach to working.
- Fetching Union merch (t-shirts/hoodies for being out on campus).
- A comprehensive onboarding and training programme.
- An optional mentor from the students' union movement for the year.
- Access to networking with students' union professionals from across the U.K.
- Access to City's professional development programmes covering leadership, management, project delivery, mental health and wellbeing and more.
- Access to LinkedIn Learning.
- Staff social events and activities across the year.
- Two days paid leave per year to undertake volunteering work.
- Auto-enrolment into a pension scheme.
- Family friendly policies, including maternity, adoption and shared parental leave.
- Salary sacrifice cycle to work scheme.
- Access to UniDays, Student Beans and the City staff discount scheme for online and high street savings.
- Free eye tests through the City Sight Optometry Clinic.
- Access to exclusive City Sport staff membership deals.
- Access to City, University of London libraries.
- Access to staff counselling and occupational health services to support you at work.
- Use of Office 365 for free through the Microsoft Home Use Programme.
- Access to an interest-free season ticket loan.
- Access to voluntary health plans with Simplyhealth covering health, dental and personal accidents.

We have a structured approach to pay which is in line with City, University of London's salary scales for their Professional, Administration and Support staff.

Salary & Conditions of Service

Staff of City Students Union are employed by City, University of London on behalf of the Students' Union, to perform such functions as are agreed by the Trustee Board and will be subject to the normal terms and conditions of employment and policies of the Institution. The salient features of conditions of service for Clerical and Certain Related Administrative staff are as follows:

- Salary will be within the range per annum on Grade 4 of the salary scales for Clerical and Certain Related Administrative staff.
- Annual Leave will be 30 days, plus 8 statutory and 4 additional days during the Christmas holiday period.
- You will be automatically entered into the London Pension Fund with the option to opt out.
- This post is full time and will be required to work on site.
- All offers of appointment are subject to City, University of London receiving satisfactory references and medical clearance.
- All posts at City, University of London are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City, University of London are subject to a probationary period.
- The appointment is terminable by one months' notice on either side.

Further Information

City, University of London offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment, and access to our student fitness and social facilities.

City, University of London confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion, or social class. Selection and promotion criteria will be kept under review to ensure that individuals are treated based on the job requirements and on their relevant personal merits, and are not disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

If you have a disability and are interested in this post, your application is welcomed.

How to Apply?

Applications Close: 13th June 2023

Interview Date: 23rd June 2023

All applications for City Students' Union roles are administered by City, University of London Human Resources Department. Please follow the link below (or within the advert) to apply for this role:

<https://www.city.ac.uk/about/working-at-city>

If you have any questions regarding the role or organisation, please [contact Julie Haggard, Sports Development Coordinator](#).

Last updated: 14 March 2023

Structure

