

Title	Digital Support Assistant
Employer	British Universities & Colleges Sport (BUCS)
Team	Digital Engagement
Manager	Business Performance Analyst



JOB DESCRIPTION

Main purpose

Ensure the smooth running of competitions by maintaining leagues structures and by responding to queries on all competition administration matters.

Work with internal and external stakeholders to improve the delivery of BUCS Play and lead on providing support to members and staff.

Ensure a high-quality service is provided to improve customer service and enhance effectiveness and efficiency.

Duties and responsibilities

1. Competition

- Maintain league structures for all relevant BUCS sports.
- Coordinate fixtures, results, late team entries and withdrawals, and update leagues, fixtures, and related documents in a timely and professional manner.
- Maintain a detailed record of team entries, including comparison with previous seasons.
- Oversee knockout competition maintenance and control, liaising with the National Competitions Manager.
- Ensure updates relating to BUCS Play, and specifically BUCS leagues, are communicated regularly through the correct channels.

2. BUCS Play

- Support the Business Performance Analyst with the continuous improvement of BUCS Play.
- Manage user queries via the BUCS Play support desk platform.
- Lead internal testing and support tickets with BUCS Play's technology partner (Playwaze) to resolve bugs.
- Manage support resources and help guides, including BUCS league and knockout documentation.
- Provide support and training on BUCS Play to BUCS staff and members.

3. 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.

4. Compliance

- Support the Sport Compliance Administrator by providing advice and assistance to members regarding compliance processes (rules and regulations) and attend BUCS Appeals Panel as required.
- Administer league and knockout fines in conjunction with Sport Compliance Administrator, ensuring fine process is conducted in a professional and timely manner.

5. 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.

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

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PERSON SPECIFICATION

Requirements	Essential/ Desirable	Assessment	
		Application	Interview
Experience / Knowledge			
Experience of administrating sport competitions	E	✓	✓
Experience of utilising competition management systems	E	✓	✓
Understanding of BUCS sport and higher education	D	✓	✓
Experience of working in a membership organisation	D	✓	✓
Skills and abilities			
Excellent planning and organisational skills	E	✓	✓
Excellent communication skills, especially in writing	E	✓	✓
Strong focus on the provision of customer service	E	✓	✓
Ability to identify and deliver performance improvements	E	✓	✓
Ability to think logically and consistently	E	✓	✓
Good people skills, ability to negotiate	E	✓	✓
Ability to self-manage/self-motivate	E	✓	✓
Ability to prioritise activities	E	✓	✓
Good administrative and data management skills	E	✓	✓