

JOB DESCRIPTION



Title	Member Engagement Officer
Employer	British Universities and Colleges Sport (BUCS)
Team	Development
Place of work	20-24 Kings Bench Street, London SE1 0QX

Main purpose of role

The main purpose of the role is to develop and shape membership engagement within the Delivery Directorate and wider organisation, ensuring there are clear opportunities for consultation and feedback across all strategic delivery; overseeing the network of BUCS Governance groups that link the BUCS Executive to the BUCS Membership; leading on the delivery of BUCS AGM and Winter Seminar; internally coordinating the delivery of BUCS Conference; working across the organisation to improve member communications, regional engagement and overall customer service.

Main Duties and Responsibilities

- Provide support and guidance to BUCS Advisory Group and Senior Managers Network.
- Provide support to BUCS members and enhance their engagement with BUCS programmes and BUCS staff.
- Act as the main point of contact for BUCS regional chairs. Ensuring they are fully informed on all areas of BUCS delivery.
- Work with the Engagement Team to develop a clear Member Engagement strategy for the entire organisation.
- Develop a high level of communication between Regional Chairs, Nation Chairs, Student Officers, Senior Managers and the BUCS executive; to ensure views and opinions are heard and responded to.
- Work with the BUCS Advisory Group Chair to support BUCS Regions and Nations in engaging with BUCS across all strategy areas.
- Lead on the consultation with members on content for BUCS professional development events; including Winter Seminar and BUCS Conference.
- Lead on the operational delivery of BUCS AGM and Winter Seminar; including managing and reporting on associated budgets.
- Internally coordinate the delivery of BUCS Conference, linking together all aspects of the event.
- Coordinate the deployment of BUCS staff to attend regional and member facing meetings.
- Work with the National Competitions Group Chair to ensure that consultation and feedback within all BUCS competitions aligns with wider member engagement processes.
- Provide feedback to BUCS colleagues on member opinion and perception of BUCS programmes and delivery.
- Work with the Workforce Development Officer to facilitate and support the development of professional networks for university staff members and student officers across the breadth of the BUCS Strategy.
- Work with the Regional Competitions Coordinator to identify opportunities for regional and localised BUCS competitions and events.
- Work with Regional and Home Nation Chairs to support institutions to interact within their regions or with the BUCS executive.
- Support BUCS regions to identify areas of development and focus – linking to delivery colleagues as required.

- Develop and oversee the BUCS annual meetings schedule – ensuring all regional, advisory and strategic meetings are aligned and delivered in a coordinated manner.
- Work with the Workforce Development Officer to identify opportunities for BUCS members to support all areas of BUCS delivery.
- Attend and support BUCS regional meetings within identified regions.
- Coordinate the sharing of best practice and knowledge across the BUCS network.

Other duties and responsibilities

- Undertake other administration tasks as appropriate.
- Undertake duties as can be reasonably expected to ensure the smooth running of BUCS operations,
- Carry out duties and responsibilities at all times in compliance with BUCS policies.

This role may involve weekend and evening work as well as some overnight stays at BUCS events (all reasonable expenses will be reimbursed).

PERSON SPECIFICATION

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Requirements	How will the criteria be assessed? Application / Interview			
	Essential / Desirable	A		I
Qualifications				
Degree or Equivalent	D	✓		
Experience / Knowledge				
Provision of high-quality customer service and/or working in membership organisations	E	✓		✓
Sport development, sport delivery and/or business development	E	✓		✓
The HE sector and the current challenges facing universities	E	✓		✓
An understanding of BUCS and its relationship with members	E	✓		✓
Working with external partners and stakeholders to achieve organisational success	E	✓		✓
Experience of programme management within sport and physical activity	E	✓		✓
Understanding of how to develop inclusive sporting opportunities	E	✓		✓
Experience in organising, collating, analysing and reporting information	E	✓		✓
Skills & Abilities				
Excellent planning and organisational skills	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	✓		✓
Ability to develop creative solutions to complex problems	E	✓		✓
Excellent communication skills both written and verbal	E	✓		✓
Good administrative and data management skills	E	✓		✓
Strong focus on the provision of customer service	E	✓		✓