Why work for YCL?

Job title: Sport Administrator

Salary: £9.96 per hour
Grade: YCL A3
Hours of work: 18.5 per week (part time)
Contract type: Permanent
Reporting to: Business & Customer Experience Manager

YCL is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’

With support of key stakeholders over £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena and many other sport and fitness facilities.

We continue to work alongside our many partners as we seek to maximise opportunities and high-quality services, through our high-quality team and environment that we are justifiably proud of.

Main purpose of this role

To support administration towards the membership and sales of Sport Development related programmes. As administrator, you will have the highest level of accuracy towards administration and sales.

Key responsibilities and duties

- To process all membership related information in line with procedures.
- To liaise with customers and colleagues as directed by the Business and Customer Experience Manager.
- Providing direct administrative support to the Business and Customer Experience Manager.
- To assist with the processing of all Sport Development related memberships and to assist with processing requirements including the administering of membership cards.
- To assist customers by resolving problems relating to all membership sales, queries and complaints relating to membership status.
- To providing system generated membership and financial reports
- To liaise with banks and members regarding establishing direct debits and liaising with operations staff to update leisure management software.
- To provide effective communication of all membership related matters to colleagues and customers.
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#### Key responsibilities and duties continued

- To support the public relations, providing professional and high levels of customer services to students, staff and external customers.
- Dealing with telephone / face to face enquiries and liaising with customers as required.
- Receiving and processing payments from internal and external customers.
- To support membership promotion and events as required in order to meet established targets.
- To coordinate and implement Sport Development initiatives; Sports Leagues, Junior Sports Camps and Junior Parties.
- To market, risk assess and recruit necessary staff for such sport development initiatives.
- To develop and implement sporting tournaments, ranging from design to delivery.
- Be able to work to targets and implement programme tracking systems.
- Be skilled in managing customer database systems.
- Liaise with marketing to ensure programmes are well marketed.
- Good communication skills and customer service skills.
- Be familiar with operating Microsoft Excel, Word and PowerPoint.
- Have a previous track record of managing volunteer / casual coach workforce.
- To undertake any other responsibilities as requested by the Business and Customer Experience Manager.
- To meet KPIs established by the Business and Customer Experience Manager.
- Promoting personal development opportunities.
- Promoting equality and diversity through sport development opportunities.
- Ensure that all codes of safe working practice are adhered to at all times.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
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<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications**   | ● Good level of general education to GCSE level or equivalent at grade C and above (including Maths and English)  
                        ● UKCC Level 2 Coaching Qualification (training can be provided)  | ● Undergraduate degree  
                        ● A degree within a sports related field  
                        ● Officiating qualification |
| **Knowledge**        | ● Knowledge of how to use Microsoft programmes  
                        ● Knowledge of the current sporting landscape and initiatives available  | ● Knowledge of how to use customer membership/service database  
                        ● Knowledge of the coaching and officiating system |
| **Skills/abilities/competencies** | ● Ability to work flexibly; evenings and weekends may be required  
                                        ● Ability to work on your own and as part of a team  
                                        ● Good communication and customer service skills  
                                        ● Effective planning and organisational skills with an ability to prioritise tasks according to importance in order to meet targets and KPIs  
                                        ● Ability to coordinate clearly and accurately both orally and in writing  
                                        ● Ability to engage and develop partnerships  
                                        ● IT literate  | ● Experience of delivering events, sports competitions and initiatives |
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| Experience           | ● Experience in an administration role  
● Experience of marketing initiatives to engage the community | ● Experience of working to targets and implementing tracking procedures  
● Involvement within sourcing and writing external funding applications  
● Experience in managing sporting initiatives; junior parties, junior camps and adult sports leagues  
● Experience of working within the sport development sector  
● Experience of recruiting volunteers / casual workforce to deliver programmes |
| Personal Attributes   | ● Confident, reliable and able to professionally represent the University of York and York Sport Union  
● Ability to work off own initiative and as a member of a team in order to solve problems and to coordinate multi-functional activity  
● Enthusiastic and highly motivated ‘can do attitude’  
● Ability to engage, persuade and motivate others  
● Willingness and ability to work unsociable hours including evenings, weekends and bank holidays  
● A demonstrable interest in sport and activity  
● Excellent organisational and time management skills |