

Post Details		Last Updated: February 2025	
Job Title:	Club Sport Coordinator		
Job Family & Job Level	Sport Delivery	Level 2	
Responsible to:	Club Development Officer		
Responsible for:	NA		
<u>Job Purpose Statement</u>			
<p>To provide support to the Student Sport Team focused on student delivery by leading on a range of BUCS competition and administrative activities, assisting with club transport, and booking of facility areas to ensure the smooth running and professionalism of the Student Sport programme.</p>			
<u>Problem Solving, Accountability and Dimensions of the role</u>			
<p>The post holder, under the guidance of the Club Development Officer, will be responsible for the provision of BUCS (and non-BUCS) administrative services, as well as booking tasks for the Student Sport and – non-term time support – System and Bookings teams. They will support sports clubs and relevant departments within the university in relation booking to club training and transport. The post holder has the freedom to take a pro-active approach and to decide how to achieve the desired results, provided these are consistent with the set objectives and any guidance provided by the Club Development Officer. They will work in a proactive and independent manner, organising and prioritising their work, in order to achieve departmental objectives. To ensure the consistency and quality of the support delivered across Surrey Sports Park, the post holder operates within well-established documented processes, policies, and procedures.</p> <p>The post holder will be responsible for managing an agreed budget set with the Sport Development and Performance Manager. Given the nature of this work the post-holder will demonstrate confidence when engaging and working with key partners such as the Student Union and relevant University departments, ensuring partnership working decisions align with key Surrey Sports Park business priorities. They will also be the first point of contact for new enquiries, triaging communications to either respond or pass onto the suitable member of staff.</p> <p>The post holder is expected to recognise and resolve routine day-to-day problems and to act as an escalation point for their staff and coaches, where questions or issues arise, which fall outside of the remit of their role. Resolution for these issues will usually be found through referring to their previous experience of similar problems, consulting with appropriate organisations or through making reference to departmental policies and procedures.</p> <p>The post holder will be expected to work of a number of IT, finance, and leisure management systems and produce subsequent reports when required.</p>			
<u>Background Information/Relationships</u>			
<p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model required us to deliver a self-sustaining, well managed and customer service focused business.</p>			

The post holder will work closely with all Sports Park staff and both internal and external guests.

This job purpose reflects the core activities of the post. As the Department//Business Unit and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. Surrey Sports Park expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	Essential/ Desirable	
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus some experience in a similar or related role. OR Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding and relevant work/roles and the acquisition of appropriate professional or specialist knowledge.	D	
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	Essential/ Desirable	Level 1-3
Experience and a strong understanding student sport	D	2
An understanding of business development and relationship management	D	1
Comprehensive knowledge of sports participation and club development	D	1
Knowledge of British University and College Sport (BUCS), national governing body schemes, and government initiatives relating to sport	E	2
High level of accuracy and attention to detail, including database entry	E	2
Working knowledge of MS Office	E	2
Special Requirements	Essential/ Desirable	Level 1-3
To work, on occasion, during unsocial hours, including early mornings, late evenings and at weekends – partially around key periods of the university calendar	E	NA
Enhanced Disclosure and Barring Service Clearance	E	NA
Commitment to undertake relevant CPD training	E	NA

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed).	Level 1-3
Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Teamwork	2
Continuous Improvement	1
Problem Solving and Decision Making Skills	1
Leadership / Management	NA
Creative and Analytical Thinking	NA
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking	NA

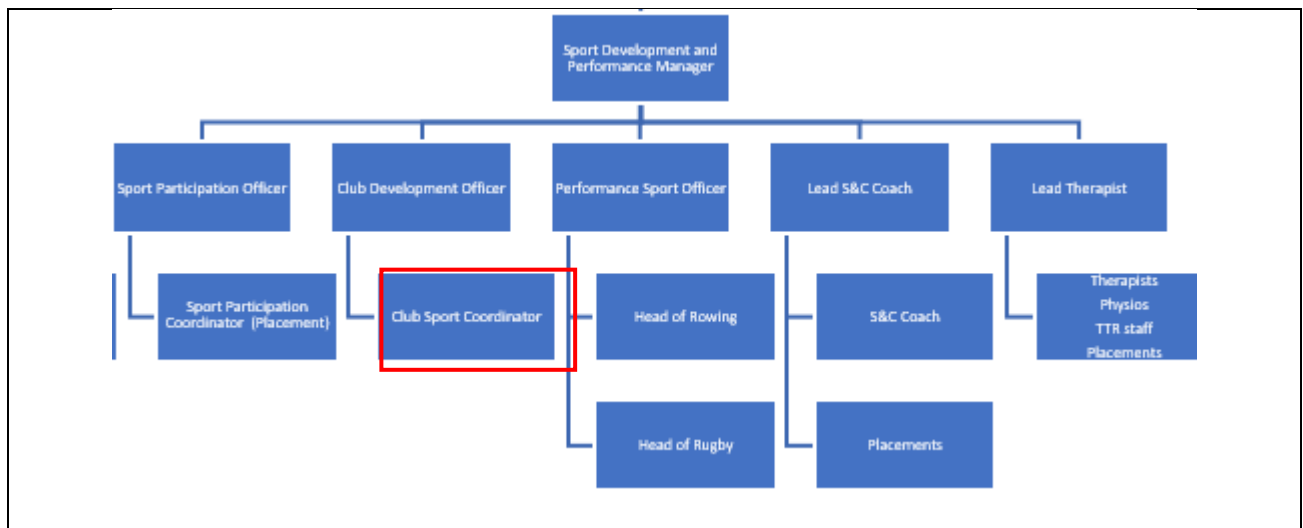
Organisational Information

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Provide administrative support for competitions across all Team Surrey clubs (both BUCS and non-BUCS) including organisation of fixtures and officials, management of the BUCS Play platform, and competition entries.
2. Develop positive relationships with the SU and other universities to support the delivery of the student sport
3. Coordinate transport for club fixtures, and training, as necessary
4. Using our Leisure Management System, schedule student sport activity facility bookings, including ad hoc training requests throughout the year. Support the Systems and Bookings team with non-student bookings during non-term time periods.
5. Triage and respond to enquiries and communications coming through the shared Team Surrey inboxes and student Teams channels.
6. Produce and share communications with the students/club, including, but not limited to, Team Surrey newsletter, core programme information, event details, etc.
7. Assist with the Club Development Officer in organising and delivering progress meetings with a selection of Team Surrey clubs, improving their efficiency and the resulting student experience.
8. Support relevant staff members on a variety of campaigns and events during the year that improve and enhance the student experience. These include Open Days (virtual or in-person), the University's Welcome Week activities, Surrey Sports Park's Active Freshers weekend, Varsity, GradSport, the Female Takeover, etc.

N.B. The above list is not exhaustive.