Sport, Exercise and Health – Lead Activator (3 posts)

JOB DESCRIPTION

PLEASE NOTE: IN ORDER TO APPLY FOR THIS POSITION CANDIDATES MUST BE STUDENTS WHO WILL BE REGISTERED AT THE UNIVERSITY OF BRISTOL FOR THE ACADEMIC YEAR 2019/20.

Faculty/School or Division: Professional Services
Faculty/School or Division Address: Sport, Exercise and Health, Tyndall Avenue, Bristol, BS8 1TP
Salary: £9.82 per hour
Contract Type: Temporary – Academic Year 2019-20
Hours of work: 7-15 hours per week (variable)

1.1 Purpose
To contribute to the delivery of programmes within the University’s Sport, Exercise and Health division with the aim to support students, staff and the community lead active lifestyles. Lead Activators will be tasked with supporting a number of programmes and campaigns including (but not limited to) B:Active Campus, B:Active Residences, Healthy Minds and Game Changers. Lead Activators will work collaboratively, and each postholder will take overall responsibility for one of the following areas as indicated in section 1.2 Main Statement of Responsibilities:

- Facilities and Operations
- Marketing and Student Engagement (with a particular focus on Social Media)
- Data Collection and Analysis

Lead Activators will work directly with student staff (Sport and Physical Activity Activators) and full-time staff within the division. The postholders will undertake specific event planning and delivery responsibilities, as directed by the Sport and Physical Activity team.

Lead Activators will be expected to act as an ambassador for the division’s broader aims and contribute to the development of our programmes.
1.2 Main Statement of Responsibilities

Analysis, Reporting and Documentation

- Oversee consistent collection of data using internal systems, to ensure reports accurately represent participant attendance and quality of activity (*Data Collection and Analysis*).
- Contribute to the evaluation of programme uptake, delivery and relevance using data available. (*All Lead Activators*)
- Collate participant feedback via various platforms (*All Lead Activators*)
- Deliver regular reports on designated area to supervisor (*All Lead Activators*)

Customer Services & Support

- Respond to student staff and student participant queries (email, social media, telephone and in person) and escalate queries appropriately (*All Lead Activators*)
- To oversee the maintenance and appropriate choices of facilities, equipment and systems (*Facilities and Operations*)
- Contribute to the development and delivery of training to student staff (*All Lead Activators*)
- To be present at a wide range of events and sessions answering queries and problem solving (*All Lead Activators*)

Planning & Organising

- Managing the student staff rota to ensure regular and ad hoc events are appropriately resourced (*Facilities and Operations*)
- Work with student staff to ensure social media is kept up to date (*Marketing and Student Engagement*)
- Planning and maintaining high standards of service in designated area (*All Lead Activators*)
- Planning and coordinating marketing and promotions for programmes and campaigns (*Led by Marketing and Student Engagement*)
- Planning and coordinating activity with sports clubs, instructors and other external partners (*All Lead Activators*)
- Supporting the delivery of events throughout the year as directed by supervisor (*All Lead Activators*)

Liaison

- Foster an efficient and supportive dialogue with student staff to solve problems and ensure high standards of service (*All Lead Activators*)
- Regular reporting to the Sport and Physical Activity team (*All Lead Activators*)
- To liaise with all interested parties including participants, student staff, University staff and external stakeholders as appropriate (*All Lead Activators*)
Decision Making

- Willing to make decisions and intervene during sessions and events where there is evidence objectives are not being met *(All Lead Activators)*
- Contributing to the ongoing development of programme content *(All Lead Activators)*
- Responding independently to enquiries from students, programme participants, division staff and the wider University *(All Lead Activators)*

Problem Solving

- Resolving event management issues and problems during events, training and activity sessions, using judgement to escalate as required *(Marketing and Student Engagement)*
- Be prepared to respond to logistical issues - think on your feet when things are not going to plan *(All Lead Activators)*
- Act as a point of contact for enquiries regarding your designated area *(All Lead Activators)*

Continuous Improvement

- Evidence and evaluate the quality of experience of students within programmes *(Data Collection and Analysis)*
- Identify areas and direction for areas for improvement; Utilising the Workforce Development Programme focusing on CPD, maximising strengths & improve areas to develop
- Help celebrate successes, promoting participation in sport and physical activity through advocacy *(All Lead Activators)*
- Show commitment to help the team reach participation goals set by the University strategy *(All Lead Activators)*

People Management

- Leading peers within a supervised environment *(All Lead Activators)*
- This role will form an introduction to learning about your own management style *(All Lead Activators)*

1.3 Relationships

Line manager:
Sport & Health Manager, with direct supervision by other members of the Sport and Physical Activity team.

Line manager to (where appropriate):
Specific supervisory responsibilities for student staff and volunteers.
2 PERSON SPECIFICATION

1.1 Relevant Experience, Skills and Knowledge

**Essential**

- Some knowledge of the sport and physical activity landscape at the University (SEH, Bristol SU, student clubs and groups, etc.)
- Able to adapt to changing circumstances
- Willingness to attempt to resolve problems logically and ensure consistent service is provided
- Demonstrable time management skills and ability to prioritise own workload
- Reliable team member – committed and hardworking
- Prior Experience in customer service and responding to enquiries
- Sound working knowledge of Microsoft Office
- Independent working

**Desirable**

- Previous experience of supervising or directing the work of a team of people
- Existing knowledge/experience of sports coaching or leadership of physical activity
- Planning and organising sport and/or physical activity events
- Commitment to continuing professional development
- Prior experience of working with students and/or community engagement

1.2 Relevant Qualifications

**Desirable**

- Qualifications or other prior training in leadership/coaching of sport and activity
- Bristol Plus Award

1.3 Communication and Interpersonal Skills

**Essential**

- Enthusiasm, energy and good communication skills. Someone who feels passionate enough to be an effective spokesperson for this area of work
- Experience of working with or alongside members of students in Higher Education
- Good understanding of social media and how it can be used to interact with student groups
• Able to communicate with people from a variety of backgrounds and professions, including students in Higher Education, University staff, school children, school staff and other external stakeholders

Desirable

• Effective presentation and communication skills
• Experience of working in a professional environment

1.4 Additional Criteria

Essential

• Full DBS may be completed
• Willing to work outside of normal office hours

Application Process
To apply please compose a statement describing why you feel you are a suitable candidate for this role. Make sure you have read and understood the information above and use the full content of this document to guide you in your application, giving practical examples where possible.

Please submit this statement along with a current copy of your CV to sport-active@bristol.ac.uk

The closing deadline for applications is Wednesday 24th July, 9am. If successful YOU MUST BE AVAILABLE FOR TRAINING WEEK BEGINNING 16TH SEPTEMBER. If you are not available during this week due to course commitments, please include this on your cover letter.

Please emails sport-active@bristol.ac.uk with any queries.