

Sports Delivery Coordinator

Job Ref: REQ241092

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade:

Administrative Services Grade 4 (AD4)

Job Purpose

To coordinate and deliver Loughborough Sport events and business activity, with a particular focus on commercial activity. It will be the responsibility of the coordinator to ensure events are safe and consistently delivered to a very high standard so that customers and internal stakeholders have an excellent experience of Loughborough Sport.

Key Tasks

- To lead on the event planning and delivery of hosted external client events and other sporting events across the Loughborough Sport calendar.
- To ensure events are equipped with all the elements to ensure a safe and spectacular customer experience
- To work flexibly across the Business Development & Events team to support the delivery of the commercial priorities.

Duties and responsibilities:

- To collaborate cross-departmentally to ensure the smooth running of events including, but not limited to, Performance Sport, Estates and Facilities Management, Security and Sport Venue Operations.
- To work closely with internal teams to ensure commercial opportunities are maximised at events, for example, engaging with the Marketing Team on event promotion and with the Partnerships team on sponsorship deliverables.
- To support the Business Relationship Officer to deliver major hosted client events on campus such as Premier League junior tournaments.
- To provide front line support and guidance to customers and partners for sport related events on campus, ensuring their expectations are met through the delivery of excellent customer service.
- To be the main point of contact for clients throughout their event, servicing the changing requirements of the customer and the event.
- To review each event in detail providing a summary report identifying what went well, key learnings and areas for improvement.
- To negotiate with relevant internal and external providers on behalf of the client regarding specific requirements, availability and cost.

- To ensure Health and Safety regulations are observed in respect of all activities and the necessary documentation is completed and retained.
- To attend team and other necessary meetings and contribute as appropriate.
- To undertake other duties, commensurate with the grade, as may reasonably be required.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with professional services staff, academic staff, external organisations, Loughborough Sport Partners and students.
- To provide cover for other colleagues within the Business Development & Events team at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the commitment to the University's Equity, Diversity, and Inclusion policies at all times.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

The post holder may be required to provide a satisfactory disclosure statement (see <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>) for more details.

Organisational Responsibility

Reports to the Business Relationship Officer.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Proven experience of coordinating and administering events.	1,2,3
	Experience of working as part of a team.	1,3
Skills and abilities	Excellent communication skills both written and verbal.	1,3
	Outstanding interpersonal skills to be able to build rapport with a range of colleagues and customers and negotiate on behalf of a client.	1, 3
	Excellent organisational and time management skills with a proven record of managing multi-tasks.	1,3
	Ability to work cooperatively, flexibly and with independent initiative to meet deadlines.	1,3
	Has the ability to prioritise workload effectively to meet deadlines and make decisions.	1,3
	Has the ability to approach a task methodically and is skilled in paying attention to detail.	1,2
	Is able to deal with and resolve complex situations, seeking solutions under pressure.	1,2,3
Education and Qualifications	Knowledge of Health & Safety legislation (in particular risk assessments).	1,3
	GCSE or equivalent qualification or relevant work experience.	1,3
Training	Willingness to undertake further training as required.	1,3
	Evidence of (CPD) continuing professional development.	1
Other	Willingness to work irregular hours as necessary.	1,3
	Enthusiasm and a keen interest in sport.	
	Familiar with Microsoft Office (particularly MS Teams, Word, Excel).	1,3
	Commitment to observing the University's Equal Opportunities policy at all times.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of leading/managing events.	1,3
	Previous experience of using a computerised booking system.	1,3
Skills and abilities	An understanding of computer programmes and management information systems and the ability to effectively utilise available information.	1,3

	An understanding of university sport.	1,3
	Use of finance management system.	1,3
Education and Qualifications	Recognised qualification in Sport/Leisure Management.	1,3

Conditions of Service

The position is full time and open ended. Salary will be on [Administrative Services Grade 4](#) at a starting salary to be confirmed on offer of appointment. There is an additional flexibility allowance of 7.5%.

The appointment will be subject to the University's normal Terms and Conditions of Employment for grades 1 to 5 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html> .

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equity and celebrates diversity and inclusion throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>