

## JOB DESCRIPTION

<b>Evaluation Date</b>	
<b>Grade</b>	<b>8</b>

<b>Job Title:</b>	<b>Sports Development Officer</b>	<b>Reports to:</b>	<b>Sport Development Manager</b>
<b>Department:</b>	<b>Sports Team - Operations</b>	<b>Location:</b>	<b>Vantage Point</b>
<b>Work Pattern:</b>	<b>Full Time</b>	<b>Contract Status:</b>	<b>Temporary</b>

### BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

- welcoming** all,
- each one of us **caring** about what we do,
- being **passionate** about how we do it,
- and feeling **proud** of what we achieve

### JOB PURPOSE

Working with internal stakeholders and external partners you will develop sports programme across Edinburgh Leisure, seeking out opportunities to attract new customers develop sustainable programmes, grow usage and income, and ensure the delivery of a quality customer experience.

### KEY RESULT AREAS

<b>Key Responsibility</b>	<b>Expected time spent (%)</b>
1. Support the citywide delivery of a range of sports coaching programmes, classes and events to maximise programme growth and usage.	20%
2. Support the recruitment and development of our coaching workforce to meet the long and short-term demands of the coaching programme, and CPD opportunities to improve quality of delivery and retention.	65%
3. Build strong and effective relationships with external partners to ensure a sustainable and quality sports pathway for customers.	
4. Manage the Edinburgh Talented Athlete Support Scheme (E-TASS) in collaboration with external partners to enable talented athletes to access EL services.	10%
	5%

<b>RESPONSIBILITY FOR RESOURCES</b>	
<b>Responsibility for staff:</b>	No direct reports
<b>Salary bill for all staff reporting:</b>	None
<b>Responsibility for finance and level of financial control:</b>	Some responsibility for monitoring and reporting on a departmental budget.
<b>Responsibility for Physical Resource:</b>	Make recommendations for suitable equipment purchase for new projects.
<b>Responsibility for Data and Information:</b>	Analysis and interpretation of programme performance information, such as customer attendance, competency assessments, survey research, workforce data, and project data.

## **GUIDELINES AND EXPECTATIONS**

<b>Authorities &amp; Limitations</b>
<ul style="list-style-type: none"> <li>• Manage and deliver many projects and make appropriate decisions to do this.</li> <li>• Advise venue management teams on implementation of sustainable coaching programmes</li> <li>• Contribute to corporate projects, influencing the work they undertake and the achievement of project outcomes.</li> <li>• Develop and deliver a range of targeted activity programmes for specific audiences</li> <li>• Support the implementation of standards across our facilities.</li> <li>• Determine, define and implement standards across our facilities in in mainstream coaching and other activity such as holiday sports camps.</li> <li>• As subject matter expert (SME) influence decision-making within the organisation, informing colleagues and partners as to why we should adopt a course of action.</li> <li>• Share knowledge, skills and experience regarding sports coaching and influence decision making within the organisation</li> <li>• Support the direction of the coaching workforce and make decisions with internal stakeholders to ensure that Edinburgh Leisure develops a high-quality workforce that supports continuous growth and quality of delivery</li> <li>• Manage your own workload to achieve the goals agreed by your line manager. You will have the support of your line manager during regular review meetings.</li> <li>• Use research and analysis to inform and recommend business options.</li> <li>• Support the coaching customer survey process and create an action plan to improve customer service and future scores.</li> <li>• Assess technical standards during recruitment and probation periods</li> <li>• Support the marketing and promotion of customer information.</li> <li>• Create and implement citywide plans to continuously grow and develop the workforce</li> <li>• Provide technical expertise to partners on how we should respond to latest trends and developments in sport.</li> <li>• Inform on any legislative changes affecting the gymnastics workforce</li> </ul>
<b>Communication &amp; Representing the Organisation</b>
<ul style="list-style-type: none"> <li>• Demonstrate a high standard of knowledge across sport, acting as a mentor and role model for behaviours for the organisation.</li> <li>• Deliver courses to others, coaching and developing them to gain the necessary skills and competence for their role.</li> <li>• Provide regular performance feedback to a range of stakeholders.</li> <li>• Take a proactive approach leading communication with internal and external stakeholders to engage others in sports initiatives.</li> <li>• Lead, facilitate and represent EL positively at various forums seeking opportunities to share best practice, programme development etc.</li> </ul>

- Participate in sports programme development meetings with facility management, confidently express your opinion, articulate proposals for programme development and agree budget and target setting.
- Establish the EL, Gymnastic Clubs and SG forums to improve communication, clarify ways of working, support and enhance relationship.
- Coordinate site performance meetings with managers and co-ordinators to review performance and opportunities to grow the programme.
- Build strong and effective relationships with external partners to ensure sustainable growth and quality of delivery of the gymnastics coaching programme.
- Coordinate the delivery of a range of CPD training courses and qualifications to a wide range of people and adjust your delivery/ facilitation style for the audience.
- Contribute to a range of internal written reports, such as project reports, analysis and recommendations.

### **Safeguarding Our Customers**

Take an active role in your safety, the safety of your colleagues and our customers. Don't interfere with any equipment designed to preserve life. Act to fix or report any potential hazard. You must understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Child Protection policy
- NGB(s) Code of Conduct
- Venue Emergency Action Plan (EAP)
- Venue Normal Operating Plan (NOP)
- Fire Awareness
- Data Protection Act
- Understanding the H&S obligations of various sports and ensure Edinburgh Leisure is fully compliant to mitigate any associated risk.

### **Problem Solving**

- Monitor and evaluate all aspects of performance within the gymnastics programme and make recommendations on how best to improve performance by consulting with customers, colleagues and partners.
- Support research on non-user and user groups and evaluate findings to inform programming decisions.
- Monitor competitors and respond to the changing market accordingly
- Analyse and prepare accurate programme performance reports, report on Key Performance Indicators (KPIs) and make recommendations on outcomes.
- Provide advice to managers to ensure programmes are structured, consistent and delivered to maximise usage and participation and quality customer experience.
- Review, analyse and develop resources to ensure optimum city-wide service delivery, supporting managers to enable them to respond quickly to changing environment.
- Take a balanced approach between meeting the needs of internal/external customers versus the needs of the business when advising on the best course of action.
- Work with other internal stakeholders to grow and develop our programmes, building consensus and continuously challenging the status quo
- Provide specialist support (assessing, coaching, training, mentoring, quality assuring) to improve leadership performance and customer service

### **Impact on the Organization**

Set the standard for specific sport and coaching programmes across the city. You are responsible for informing the direction and growth of these sports by forming positive and effective working relationships with venue management and external partners.

JOB DEMANDS	
<b>Physical</b>	Predominately office-based with regular meetings or visits to sites. Expected to support the technical assessment or mentoring of others, so a reasonable level of physical activity may be required.
<b>Mental</b>	Lead and facilitate several project and meeting forums and respond in a positive effective way. Multi task and prioritise your workload effectively to meet the needs of the programme and internal customers. Contribute to the direction of the business plan and support the wider team on occasion.
<b>Emotional</b>	Always act in a professional manner; you may be faced with challenging situations and will need to be able to deal with these appropriately.
<b>Environmental</b>	Work at Vantage Point and Edinburgh Leisure venues. Regular visits to our venues and other locations across the city is expected. You may also be required to visit other authorities across Scotland.

PERSON SPECIFICATION		
Factor	Essential	Desirable
<b>Qualifications and Attainments:</b>	Further or Higher Education qualification or at least 5 years work experience in an equivalent sport and leisure environment.  UKCC Level 1 Qualification(s).  Recent significant coaching experience.	UKCC Level 3 qualifications.  Tutor qualifications.  SVQ (or equivalent Learning & Development) /Professional Development Award (PDA).
<b>Knowledge and Experience:</b>	Ability to demonstrate and evidence an understanding of the core principles of sport development sporting pathways.  Proven track record of achievement in developing sport, with experience of working with SGBs.  Thorough understanding of coach education pathways an experience of managing CPD opportunities.  Leading and delivering sports programmes and projects.	You will have experience of leading and delivering projects and/or programmes.  Working with a wide range of partners.  Knowledge of long-term athlete development.  A proven track record of achievement in developing sport.
<b>Additional Requirements</b>	Refer to the Essentials framework ('Everyone' and 'Manager' behaviours).	

DISCLOSURE/PVG REQUIREMENTS					
<p><b>This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:</b></p> <p>The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).</p> <p><b><i>Teaching, instructing, training or supervising children</i></b></p> <p>Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).</p>					
Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental

**I have read and understand this job description and I am clear about what is expected of me in this job.**

**Signed .....**

**Date .....**