

Job Description



Job Title: HLC Programme Administrator

Responsible To: Swim Lesson Manager / Aquatics Manager / Dry Sports Activity Manager

Direct Reports:

Place of Work: The role will be based at Hillsborough Leisure Centre but the job holder will be expected to work at any other SCT venue when required by task or role. This will ensure individual professional development and will also create a broad base of organisational knowledge.

Purpose of Job:

- To support the Programme & Development team in the administration and delivery of the programme(s) at HLC and other SCT venues.
- To support with increasing participation levels across all sports activities and increasing overall business efficiency.
- To support the delivery of existing school focused programmes, including attendance, Children’s University, funding development.

Key Responsibilities:

1 Core Values

- To promote the Company’s Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

- Display an ICAN approach at all times, acting as an ambassador for SCT.
- Maintain excellent lines of communication with internal and external customers.
- To be visible and available at site during key activities and programmes to build relationships with customers, coaches and venue staff.
- Ensure all members and guests receive the highest possible level of advice, assistance, supervision and a personalised service at all times.

3 Administration of Dry Sports Coached Programme

Administration of the dry coached activity programme to include the following areas:

- Assist with the planning of staff training/meetings to maintain competence and development of new/existing skills.
- Ensuring systems are up to date including GoLearn and MRM through effective communication and teamwork with the Customer Contact Centre.
- Ensure Health & Safety requirements are met in all programmes, including ratios, risk assessments and legal training requirements.

4 General Admissions, Group Bookings & Private Hire

- To assist with the management of private hire bookings.
- This includes finding the best solutions to potential programming issues, finding the best solution for the business and the customers, reviewing usage statistics of public use sessions and finding overall solutions to improve attendance and income within the areas of responsibility.
- Maximise opportunities for participation and development of sport through venue-based clubs and in conjunction with all sports development agencies, including pathways to clubs.
- Ensure the efficient development of activities in line with the Centre's priorities and the achievement of sports and club development objectives.
- Ensure MRM is up to date with bookings and private hire usage in the venue.

5 People

- Liaise with relevant SSP's and teams.
- Liaise with National Governing Bodies and other appropriate agencies to encourage participation in Sport and physical activity.
- To work with both the venue teams and the Business Centre teams to drive the business needs and thus add value to the customer service experience via more informed and better trained staff resources.

6 Business Development

- Research, develop and deliver the SCT Vision for Sport Dry Sports Strategies, ensuring flow through government, national, regional and Company objectives
- Establish and develop key business and strategic partnerships
- Maximise opportunities for participation and development of dry and ice sports and coached programmes through schools in conjunction with all sports development agencies
- Identify event opportunities at levels from local to national

- Identify outreach opportunity via partnerships with retail, educational, sports and none sports event providers
- Produce detailed analysis / reports of outreach activities
- Carry out any other duties appropriate to the post.

7 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.
- Manage health and safety and hygiene requirements for the site in accordance with relevant legislation.
- Ensure all programmed activities, including clubs and private usage bookings comply with relevant health and safety guidelines and legislation.
- Ensure maintenance of self-competence through CPD, awareness of updates to guidance, attending meetings and ongoing training.