

# Opportunities with British Cycling



**Role: Club Support Officer**  
**Based: Manchester**  
**Salary: Up to £23,066 per annum**

British Cycling is the internationally recognised governing body for cycling in the UK. It is also one of the leading governing bodies across all sport in the UK, with over 43,000 members who have access to a calendar of well over 3,000 events spread across six cycle sport disciplines. We have an opportunity for a technically minded professional to join us as Club Support Officer in our Membership Team. If you feel that you can play a part in this aspirational and forward thinking team, we look forward to hearing from you.

## The Role

This is a new role reporting to the Membership Manager and requires the individual to deliver a range of tools to help cycling clubs manage their day-to-day business. The role requires a strong working knowledge of sports clubs and a high level of conversance with IT applications and website development. The post holder should have project management experience and be able to communicate well with a range of key stakeholders, from website developers to department managers and club volunteers. Success will be measured in terms of club member engagement and membership growth.

## Interested?

You will need to demonstrate:

- A strong understanding of the running of sports clubs, preferably in a cycling environment, and the ability to relate to volunteers within a sporting environment.
- Experience of supporting and coordinating the development and delivery of digital/web based projects and preferably electronic payment systems.
- Highly numerate and IT literate, with advanced understanding and knowledge of working with databases.
- Experience of working with people at a variety of levels from volunteer workers to department heads.
- Professional knowledge and expertise from a customer-facing environment.
- A proven record in delivering high levels of customer satisfaction in person and over the phone

It goes without saying that excellent written and verbal communication skills along with proven planning and organisational skills are essential.

For an informal discussion regarding this position, please contact Terry Greenwood, Membership Manager on 0161 274 2011.

All of our permanent employees are provided with Gold Membership of British Cycling. Our hours of work are 37.5 per week, although evening and weekend work will sometimes be required. Membership of the pension scheme is offered on completion of 6 months service. British Cycling also operates a salary sacrifice Childcare Voucher Scheme and a Cycle2Work Scheme.

People with a disability, members of the gay or trans community, females or people from a black or minority ethnic background are encouraged to apply. Any appointment will however be made on merit alone. To apply for any of these positions, visit the main "Vacancies" page to download a full job description and standard application form. On completion, please return the application form by email to: [recruitment@britishcycling.org.uk](mailto:recruitment@britishcycling.org.uk) or by post to: British Cycling, Stuart St, Manchester M11 4DQ.

**The closing date for applications is 12 noon on Wednesday, 8<sup>th</sup> February 2012**  
**Interviews to be Scheduled.**

