

## Job Description

<b>Job Title :</b>	<b>Club Support Officer</b>	Reports to :	Membership Manager
Function :	Cycle Sport and Membership	Direct Reports :	None
Job Holder :	TBC	Date Effective :	February 2012

### **Job Purpose**

Reporting to the Membership Manager, and responsible for the delivery of a range of tools to help cycling clubs manage their day-to-day business, the job of Club Support Officer is a demanding role within the Cycle Sport and Membership department. The role requires a high degree of technical and IT knowledge and the post holder should be able to converse with a range key staff from developers to department managers. Success will be measured in terms of club engagement and membership growth.

The post is located within the membership team of the Cycle Sport and Membership Directorate. This is a growing team engaged in the direct delivery of membership and event services to clubs and participants involved in cycling. Hours of work are 37.5 per week, consisting of shifts between 8am and 6pm daily. Occasional evening and weekend work will be required, for which time off in lieu will be awarded.

Within the function, flexibility in working with others and getting involved in the whole of the department's work, at times of pressure is essential. The job holder will be expected to deliver a high level of administrative and technical support across a variety of areas.

### **Responsibilities**

1. Take a leading role in the development of digital products and services to meet the needs of clubs and club members within the sport of cycling through British Cycling's online club management system.
2. Provide technical support to users of the British Cycling online club management system, liaising internally with key staff and externally with members, in particular developers and club volunteer administrators.
3. Produce, process and present documentation relating to aspects of club affiliation for management, the board and workgroups of British Cycling.
4. Provide insight and data analysis of activities within clubs through a range of reporting tools.
5. Create periodic communications for clubs and club volunteers through British Cycling's electronic mailing tool.
6. Promote the benefits of affiliation to non-affiliated organisations and convert them into British Cycling affiliates.
7. Respond to club enquiries, providing information by telephone, fax, email, web and face-to-face as required or redirect as necessary.
8. Input and process affiliation data for clubs, teams and individuals onto a central database.
9. Process financial transactions, check payments and affiliation documentation as part of the British Cycling club affiliation process.
10. Use applications including Microsoft Excel and Word to handle and analyse data.
11. Make outgoing calls and send emails to clubs to ensure that appropriate levels of membership and affiliation benefits are communicated to clubs and their members at all times.
12. Provide additional administrative support as required to the Cycle Sport and Membership department across a range of areas including membership, events, results and rankings.
13. Build and develop sound working relationships with key volunteers and officials involved in the administration of clubs.
14. Support the development and delivery of a range of cycle sport projects across a number of areas relating to clubs, volunteers, membership and events.
15. Follow data protection practices in dealing with hard copy and electronic records.

## Person Specification

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications/ Training	<ul style="list-style-type: none"> <li>• Educated to A-level standard or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Strong understanding of the running of clubs within a sporting environment.</li> <li>• Advanced understanding and knowledge of working with databases.</li> <li>• Highly numerate with very good all round IT skills</li> <li>• Brings professional knowledge and expertise to the job from an office/ customer based environment.</li> <li>• Previous experience of dealing with large volumes of administrative work.</li> <li>• Achieves and maintains quality standards using up to date systems.</li> <li>• Appreciates the importance of quality standards and demonstrates a personal commitment to their implementation.</li> <li>• Experience of supporting and coordinating the development and delivery of digital/web based projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the sport of cycling.</li> <li>• Knowledge of electronic payment and membership systems</li> <li>• Knowledge/experience of working with developers on digital projects</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Strong communication skills and pleasant, helpful telephone manner.</li> <li>• Customer Focus - recognises the paramount importance of customer satisfaction. Identifies customer requirements and delivers a service orientated to their needs.</li> <li>• Demonstrates a strong record on problem solving.</li> <li>• Planning &amp; Organisation - plans, co-ordinates and prioritises workload to get results. Sets targets, monitors and evaluates outcomes. Maintains control of own resources and time-scales.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum typing speed of 40wpm</li> <li>• Experience of working with databases</li> <li>• Experience of taking a lead role within a team environment</li> <li>• Experience of working in an IT support/helpdesk environment</li> <li>• An understanding of the underlying principles of web development and databases</li> <li>• Digital project management experience</li> </ul>
Other Qualities	<ul style="list-style-type: none"> <li>• Team - promotes a team spirit and is supportive of the team.</li> <li>• Drive &amp; Tenacity - works hard with enthusiasm and energy, is resilient and sees things through to a conclusion.</li> <li>• Technical - can address problems in a logical manner and demonstrate their reasoning through flowcharts and design documents</li> <li>• Initiative - capable of using initiative and problem solving where necessary.</li> <li>• Working to deadlines - able to produce work under pressure to multiple deadlines.</li> <li>• Reliability - punctual and reliable.</li> <li>• Empathy - can relate to volunteers in a sporting environment through their own experience.</li> </ul>	