



**YOUTH
SPORT
TRUST**

**Background Information Pack
Membership & Network Services Co-ordinator
(Maternity Cover – up to 12 months fixed term
contract)
February 2019**



“There’s absolutely no doubt in my mind that without the Youth Sport Trust, I would definitely not be where I am today.”

Jay Roper —
Team Leader and Young Ambassador 2008-2011

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About the Youth Sport Trust

We are a national independent charity passionate about creating a future where every child enjoys the life-changing benefits that come from play and sport.

We are passionate about helping all children unlock their full potential through high quality, inclusive and innovative physical education and sport opportunities. Over 20 years we have developed a unique way of maximising the power of sport to grow young people, schools and communities through the development of qualities such as creativity, aspiration, resilience and empathy.

Through the power of sport we focus on the following six key objectives that underpin everything we do:

Transforming physical education

Transform PE's place in the curriculum, putting it at the centre of wellbeing and achievement in education.

We will work with teachers, young people, parents and policymakers to maximise PE's potential to improve children's wellbeing and achievement.

Removing barriers to sport

Harness global best practice to ensure youth sport in the UK is inclusive, accessible and fun

We will support schools, clubs and families to remove the causes of negative experiences for young people.

Unlocking potential

Unlock sport's potential at every stage of a child's life, especially where they face inequality or disadvantage

We will work to close the gaps created by inequality and disadvantage, particularly at key transitional moments in a young person's life like starting or changing school and preparing for employment.

Empowering activism

Empower young people through sport to become local activists, tackling the issues of their generation

We will equip them with the skills, confidence and opportunities to lead change in their communities.

Championing insight

Champion the impact of physical activity, PE and sport through research and insight

We will establish a research and innovation hub which evidences improvements to children's wellbeing and achievement.

Strengthening foundations

Strengthen our foundations to ensure we can sustain our mission

We will deliver our charitable objectives through good governance, a skilled workforce and sustainable income.

Through our insight, expertise and partnerships with primary, secondary and special educational needs schools and practitioners over the past two decades, we have developed unique solutions to maximise the power of sport to grow young people, impacting on their physical, social and emotional wellbeing. Our latest impact report <http://impact.youthsporttrust.org/> provides an insight of our achievements and demonstrates the breadth of opportunities we are giving schools and young people across the country and around the world.

The three principle elements of our mission to create a brighter future for young people include:

Wellbeing

Our work builds the foundations of movement within children, equipping them with the confidence, competence and enjoyment of sport needed for a lifetime of activity, and good physical and emotional health.

Leadership

Our work supports the personal development of young people and their progress at school, as well as preparing them for the challenges of life ahead. We support young people to develop a range of positive character traits and employability skills.

Achievement

PE and sport, delivered well, is proven to impact positively on attainment and academic achievement. It can enhance cognitive performance, engage young people more readily in learning, and support the development of skills needed for success in and out of the classroom – communication, teamwork and self management.

These are delivered through partnerships with corporate sponsors, government, sport, health and education stakeholders, as well as schools and local communities. Our work is UK-wide, and we also undertake an impressive international programme of work.

Our Values

Our values are our moral compass and guide the attitudes and behaviours required of us to achieve our vision. They provide an accountability framework for how we work internally with each other and with our customers and clients.

1. **Trust** - We earn trust from others through honesty and reliability
2. **Responsibility** – We commit to what we do by taking ownership and being accountable
3. **Integrity** - We hold up the mirror to ourselves to do the right thing
4. **Partnership Working** - We take a shared responsibility approach to working with others and respect difference to get the best out of ourselves and others.



About the Role

An experienced administrator with skills gained in a fast-paced customer focused environment, you are now looking for a new challenge that will make the most of your talents and develop your abilities further. This admin role with the Youth Sport Trust is just the position you are looking for.

The Youth Sport Trust (YST) is an independent charity devoted to changing young people's lives through sport. Established in 1995, we are passionate about helping all young people to achieve their full potential in life by delivering high quality physical education and sport opportunities. As Membership Services Co-ordinator you will provide high quality customer service to YST member schools and other key networks. This will include handling queries, updating systems and using CRM analysis to schedule phone calls to ensure that members access and make full use of their benefits. You will take responsibility for organising the logistics associated with delivering membership benefits too. We will also look to you identify ongoing improvements to systems and processes to make sure we continue to deliver the highest levels of customer service.

You must be an experienced administrator with a background in high quality customer service delivery. You will be proficient in Microsoft Office, particularly Excel, and used to utilising databases for keeping records. Good at prioritising your workload, you will be effective at building strong working relationships and working as part of a team. You will also possess strong communication and interpersonal skills.

The Youth Sport Trust believes that diversity drives excellence and that representation is important. The Youth Sport Trust therefore positively welcomes and seeks to ensure we achieve diversity in our workforce and that all job applicants and employees receive equal and fair treatment. We encourage applications from all candidates regardless of age, race, gender, gender identity, religion, sexual orientation, disability, or nationality.

If you have the skills to support our work and share our passionate belief in the benefits of sport for young people we would like to hear from you.



Job Description

Position:	Membership & Network Services Co-ordinator (Maternity Cover)
Grade:	F
Responsible to:	Membership & Network Services Project Officer
Responsible for:	N/A
Car Allowance:	No
DBS Required:	No
Issue Date:	December 2018

Overall Role:

- Provide efficient and effective, high quality customer service to YST member schools and other key networks e.g. School Games Organisers, tutors, athlete mentors and development coaches
- Provide proactive customer service through the use of regular phone calls to ensure that members access, and make full use, of their benefits – benefit usage to be informed through CRM analysis
- Support Membership and Network Services Officer to implement consistent, efficient and effective ways of working
- Contribute towards the wider Membership Teams aspiration of doubling the customer base over the next 4 years
- Maximise the use of internal, centralised systems (e.g. CRM, KITs, SAGE etc) to ensure programme data and information is centrally accessible and financial processes are adhered to.

Duties and Responsibilities:

Customer Service

- Work with internal colleagues and external customers to manage and resolve any queries and problems in a timely and effective manner
- Manage communication with schools and other key customers in line with the requirements of membership and regional support, ensuring that the information is accurate and appropriate.
- Inform schools of the outcomes/purpose of CPD and member benefits, signposting to further information when needed.
- Agree the most appropriate way to communicate effectively with internal colleagues to ensure they are informed of membership and regional progress.
- Maintain up to date knowledge of YST's membership offer and provide effective support for the promotion and selling of YST membership to our customers.
- Support the ongoing maintenance and utilisation of YST's corporate website, to ensure a high quality customer experience for YST members and other networks.

Teamwork

- Work with Membership Services Manager, Membership and Network Services Officer and Regional Development Managers to achieve membership and CPD targets.
- Build relationships with internal colleagues, in particular Regional Development Managers, Membership Services Manager and external stakeholders to ensure a sound understanding of customer service needs and expectations

- Recognise when others need help, respond positively and support when appropriate to ensure the Member and Network Services Teams operates efficiently.
- Proactively share ways of working and best practice across the Project Support and Member and Network Services Teams.

Data Management

- Utilise YST's systems and processes to ensure membership and regional information is accurate and has consistent ways of working that are shared and used across the Member and Network Services Team.
- Utilise the CRM system to help inform when and how to contact members to aid take up of benefits.
- Ensure relevant internal databases and systems (e.g. CRM, KITs etc) are kept up to date to ensure accurate data and information is centrally accessible and consistently reported.
- Support Membership and Network Services Officers with the identification and implementation of systems and processes to drive the provision of high quality customer service.

Project Planning

- Work effectively against established project plans, ensuring they are updated accordingly.
- Prioritise work to meet tight deadlines and adjust to changing demands, without compromising on high quality customer service delivery
- Support Membership and Network Services Officer to log all financial transactions accurately through SAGE, in accordance with internal financial processes and procedures, to support effective budget management and analysis.
- Support the Membership and Network Services Officer to identify challenges/risks and propose solutions.
- Organise logistics for membership benefits delivery, meetings, training, resource preparation/distribution and workforce deployment across nominated regions.
- Flexibly manage a varied workload to ensure membership and customer service targets are achieved and actions delivered.

General

- Any other duties which may be reasonably required and which are commensurate with the role.

Person Specification

Membership & Network Services Co-ordinator (Maternity Cover)

Applicants for this position should be able to satisfy the following criteria:

Experience

	Essential	Desirable
1. Proven administration experience within a busy customer focused environment.	✓	
2. Experience of delivering high quality customer service.	✓	
3. Experience of utilising databases for keeping records.	✓	
4. Experience of Microsoft Office (particularly Excel).	✓	
5. Experience of co-ordinating work with external partners (e.g. other agencies and individuals)	✓	
6. Experience of working with customer focused websites		✓
7. Experience of monitoring budgets		✓

Personal Qualities

1. Ability to produce accurate work to tight deadlines	✓
2. Passionate about providing excellent, high quality customer service.	✓
3. Excellent written and verbal communication skills (face to face, emails and on the telephone)	✓
4. Able to work as part of a team with a positive and helpful attitude.	✓
5. Organised and methodical when approaching tasks	✓
6. Excellent interpersonal skills with the ability to deal with a wide range of people.	✓
7. Work as part of a team with a positive and helpful attitude.	✓
8. Ability to complete priorities, achieve targets and respond quickly and flexibly to changing needs and demands.	✓

Terms and Conditions

A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The information provided below may be helpful to applicants as a guide, but should not be treated as a substitute for a full contract of employment. Please note that terms and conditions will be a pro-rated for part time appointments as appropriate.

Hours of Work

Our office hours are Monday to Thursday 9.00am – 5.15pm and Friday 9.00am – 4.45pm. Furthermore you will be expected to work the hours necessary to fulfil your duties satisfactorily.

Salary

Ideally, we are looking to appoint circa £18,000 per annum. This is a maternity cover position, offered as a fixed term contract for up to 12 months. Progression through the scale is currently based on annual performance assessment as part of our annual appraisal scheme.

Location

This role is based in our Loughborough office near the Loughborough University campus. The successful candidate will be required to travel to events and schools around the UK as necessary.

Annual Leave

This post has an annual leave entitlement of 25 days which may be taken, subject to approval by line manager, at any time of the year. In addition, there will be 8 bank holidays and 5 additional days which the Youth Sport Trust determines on an annual basis.

Pension

On the start of your third month of continuous service with the Trust you will be contractually enrolled into the pension scheme nominated by the Trust. Upon joining the scheme you will receive 5% employer pension contribution, based on your basic salary. Full details of the Qualifying Scheme are available from HR.

Health Cash Plan

The Youth Sport Trust recognises the importance of maintaining good health and wishes to support employees and their families with this. We provide all employees with access to a health cash plan that allows employees to reclaim costs for a range of medical care and treatment costs.

Headspace

The Trust provides access to this health and wellbeing initiative focused on using meditation techniques to help employees to feel happier, sleep better and reduce levels of stress.

Volunteer Days

The Trust recognises the importance of volunteering and as such provides up to 5 days volunteer leave per annum. 3 days are paid, the remaining are unpaid.

Interest Free Season Ticket Travel

The Youth Sport Trust offers interest free loans for employees to purchase bus or train season tickets.

Probation & Career Development

Initial appointment to the Youth Sport Trust is subject to a six month probationary period. All posts in the Youth Sport Trust are subject to an annual appraisal process with a formal six month review. Annual pay awards are performance related and linked to appraisals and further information on this will be provided upon appointment.

The Youth Sport Trust has identified a number of competencies that are aligned to our values. Competencies are the behaviours and skills that define successful performance in the work place and provide an understanding of what is required to be effective within a role and to develop in your career. Competencies allow for an individual's performance to be evaluated not just on outcomes but also on how they achieve those outcomes. Typically, competencies are used to provide people with more clarity about what is expected of them, what is acceptable and unacceptable performance, as well as supporting the values of an organisation.

The framework for Youth Sport Trust has been developed with input from all managers and employees across the organisation. There are 16 competencies in total and employees work with their managers to identify those that are most appropriate to them and their development. We have one core competency that is critical for all employees which is "Living Out The Company Values".

Pre – Employment Checks

Any offer of employment will be conditional on:

- The receipt of two references to the Youth Sport Trust. One referee must be your current or most recent employer.
- Satisfactory documentary evidence of your eligibility to work in the UK in accordance with current legislative requirements.
- Your written confirmation that the information provided on your application is correct.
- Satisfactory verification of your professional qualifications
- If the post involves training, supervising, working with and /or being in sole charge of children and young people you will be required to apply for a disclosure from the Disclosure and Barring Services (DBS). This was previously known as the CRB check and is an impartial and confidential document that details an individual's criminal record, and where appropriate, details of those who are banned from working with children. The offer of employment will be conditional on the disclosure proving satisfactory to the Youth Sport Trust. The Youth Sport Trust complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

How to Apply

Applications should be made using the online Youth Sport Trust application form. For further details and access to the online form please visit <http://jobs.youthsporttrust.org> and click on the appropriate vacancy. Please ensure you submit your application no later than 10am on Tuesday 19 March 2019.

Selection

Selection will take place on Tuesday 19 March 2019.

Interview

Interviews will take place in our Loughborough office on Thursday 28 March 2019. The format of the interviews will be confirmed if you are selected but please be aware that the format usually consists of an individual activity, followed by a panel interview. Please note, as a charity, it is our policy not to reimburse travel expenses for interviews.

Equal Opportunities

Youth Sport Trust positively welcomes and seeks to ensure we achieve diversity in our workforce and that all job applicants and employees receive equal and fair treatment. We encourage applications from all candidates regardless of age, race, gender, gender identity, religion, sexual orientation, disability, or nationality.

Further information on the Youth Sport Trust

If you would like further information on the Youth Sport Trust please refer to the YST website www.youthsporttrust.org

