



**Operations Officer**

Recruitment Pack

February 2024

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House of Sport, 190 Great Dover Street, London, SE1 4YB.

Website: [www.disabilitysportscoach.org.uk](http://www.disabilitysportscoach.org.uk) email: [HR@disabilitysportscoach.org.uk](mailto:HR@disabilitysportscoach.org.uk)

Dear applicant,

Thank you for requesting information on the Operations Officer position with Disability Sports Coach.

This information pack contains:

- What Disability Sports Coach do
- Operations Officer Job Description
- Operations Officer Person Specification

To apply submit a current CV along with a covering letter, to [HR@disabilitysportscoach.org.uk](mailto:HR@disabilitysportscoach.org.uk)  
In the covering letter you must outline in turn how you meet the each of the person specification criteria.

The deadline for applications is 5pm on 13<sup>th</sup> March 2024, and interviews will take place at the House of Sport weeks commencing 18<sup>th</sup> and 25<sup>th</sup> March 2024.

If you have any questions about the role or application process, please contact Dora on 07772 677259 or by email to [Dora@disabilitysportscoach.org.uk](mailto:Dora@disabilitysportscoach.org.uk)

Yours sincerely

Peter Ackred  
CEO  
Disability Sports Coach

### **Disabled Candidates**

**We will give every possible opportunity to disabled candidates who have the skills and experience we seek, as it is fundamentally important to the success of our charity to involve disabled people in as many ways as we can.**

**If you are disabled, please let us know if there is anything else we can do to ensure the recruitment process is accessible to you.**

Disability Sports Coach uses the unique power of sport and physical activity to enhance the lives of disabled people. We do this by providing coaching, training, events, and community clubs to mainstream schools, special schools, clubs, charities and other professional organisations. Every year, we reach over 5,000 disabled people and their families.

We have also worked with over 130 different organisations including Sport England, London Sport, National Governing Bodies, Local Authorities and individual schools and colleges to break down barriers to sport for all disabled people.

### **Coaching**

Providing recreational sports and physical activity coaching for disabled people of all ages is one of our charity's key functions. Our specialist coaches deliver inclusive activities in schools, colleges, and community groups, ensuring that disabled people are not excluded from participating in activities with their friends.

In 2022/23 we provided regular sports and physical activity coaching to over 50 Schools, Colleges and various community organisations in and around London, many of whom commission our services on a year-on-year basis.

### **Training**

We offer a range of courses to support individuals such as coaches, leaders, teachers, volunteers and community workers to learn about inclusive sports and become more aware about working with disabled people in sport. Several of our training courses are endorsed as CPD by the Chartered Institute for the Management of Sport and Physical Activity (CIMPSA).

### **Community Clubs**

We run 10 award-winning clubs across London to bring disabled people together to keep active and connected, improving physical and mental health. Since 2013, the programme has reached over 21,000 disabled people and their families, winning several accolades and has been featured in regional and national news.

### **Home Activity Programme**

During the pandemic, we sourced and distributed over 1500 packs of sports equipment, allowing members and their families to be physically active from the safety of their own homes. We continue to offer free online activity and social sessions, offering more options for socialising and exercising.

For further information visit – [www.disabilitysportscoach.org.uk](http://www.disabilitysportscoach.org.uk)

# OPERATIONS OFFICER

**Reports to:** Head of Service Delivery

**Location:** You will be required to be in the office a minimum of one day a week. There will be additional travel to events and training across London as and when required.

**Employment Type:** Full-time (37.5 hours per week) or Part time (minimum 3 days per week) – 2 years fixed term with the opportunity to extend dependant on funding.

**Salary Range:** Up to £25,000 per annum (pro rata)

**Job Summary:** The Operations Officer at Disability Sports Coach plays a crucial role in ensuring the efficient and effective operation of various administrative and support functions within the organisation. This position requires a proactive and organized individual with excellent communication and multitasking skills.

## Key Responsibilities:

1. **Financial Management:**
  - Ensure timely and accurate generation of coaching and venue invoices.
2. **Database Management:**
  - Ensure all club participants are properly registered on the website database system.
3. **Advertising and Promotion:**
  - Coordinate the distribution of promotional materials to relevant points (e.g., GPs surgeries, community centres).
  - Take proactive measures in organizing physical promotional items on a regular basis.
4. **Communication:**
  - Respond promptly to general email inquiries.
  - Participate in the phone rota to address inquiries from various stakeholders.
5. **Support Functions:**
  - Assist the Delivery Team in logging and tracing safeguarding and incidents.
  - Provide support to the Senior Management Team (SMT) and the charity with ad hoc and regular administrative requirements.
6. **Mentor and Training:**
  - Ensure the Mentor is up to date with policies, annual leave, and training.
  - Track staff training, alerting staff when training has elapsed, and arrange ongoing Continuing Professional Development (CPD).
7. **Systems Training:**
  - Deliver training sessions to new employees on the usage of systems such as Capsule, Mentor, Xero, and Share Drive.
8. **Systems Management:**
  - Ensure all systems (Capsule, Mentor, Xero, Share Drive) are up to date and well-organized.
9. **Website Management:**
  - Regularly amend website content, including job adverts and images.
10. **Policy Dissemination:**
  - Disseminate policies, training opportunities, and local/regional sector updates to staff.

## Qualifications and Personal Specification:

- Previous experience in a similar administrative role is desirable.
- Strong organisational and multitasking abilities.
- Excellent communication skills, both written and verbal.
- Proficient in using software systems such as Capsule, Mentor, Xero, and Share Drive.
- Knowledge of HR processes and training procedures is advantageous.
- Ability to work independently and collaboratively in a team environment.
- Proactive problem-solving skills and attention to detail.
- Flexibility to adapt to the dynamic needs of the organisation.
- Commitment to the mission and values of Disability Sports Coach.

### **Benefits**

- A network of social activities at the House of Sport
- Remote working opportunities
- Private Health Care (available on successful completion of 6-month probationary period)

### **Annual leave**

Annual leave entitlement is 20 days in addition to the 8 English Public Holidays (pro rata), plus any days between Christmas and New Year when the office is closed (at the discretion of DSC).

**This job description is not exhaustive but assists the post holder to understand their main duties. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post and in discussion with the post holder.**