

## Sports Programming Officer

---

**Department:** Infrastructure, Housing and Environment

**Division:** Sport

**Reports to:** Business Support Lead

**JE Reference:** IHE 1085

**Grade:** Civil Service 6      **JE Date:** 22/3/2022

### Job purpose

Responsible for the efficient programming and processing of Sports block bookings and facility hire arrangements across all sites, ensuring revenue opportunities are optimised together with the highest levels of customer service. Dealing with clubs and associations requests with in a timely and efficient manner, checking relevant documentation in accordance with set policy and procedures, to ensure quality service and in particular Safeguarding. Creating, updating and maintaining booking records and issuing agreements. Efficiently processing payments, customer credits and refunds. Ensuring the relevant policies and procedures relating to the facilities are clearly communicated for compliance and that facilities are set up as required.

### Job specific outcomes

Act as the first point of contact for all requests and enquiries relating to Sports block bookings, covering the telephones and the online booking system to meet daily business needs. Dealing with a range of booking queries from the clubs and associations wishing to use the facilities.

Maintain a comprehensive understanding of the types of studios / facilities available for block bookings / hire, their locations and layouts, price charges as well as any available packages. Ensuring relevant policies and procedures relating to the studios / facilities are clearly communicated to customers for compliance and quality assurance.

Ensure consistently high-quality customer care with each interaction aligned to those set by Customer and Local Services. Thinking ahead for customers to pre-empt their needs where possible and dealing with queries and complaints effectively. Working with the Business Support Lead to adapt and continuously improve working practices in response to customer feedback.

Develop a comprehensive understanding of the Booking system by attending training as necessary, delivered by the Business Support Lead. Support the Business Support Lead in their role to administer the Bookings and membership system, making suggestions for improvement where appropriate to assist with modernising services and to optimising customer experience.

Programming sports bookings and facility hire arrangements across all sites. Ensure the details of clubs and associations are appropriately checked and accurately recorded onto the system and comply with policy requirements, to ensure quality assurance and in particular the safeguarding of children and vulnerable adults.

Take an analytical approach to programming activities, working with the Business Support Lead to look for appropriate gaps in block bookings that ensure revenue opportunities are maximised.

Accurately create, update and maintain booking records to ensure the integrity of the booking system. Ensuring Duty and Grounds teams maintain a good awareness of any new bookings or changes to existing bookings, to enable facilities to be set up according to customer requirements.

Issue agreements and process payments, authorise customer credits and refunds, in accordance with financial directives and prescribed fees. Assist the Business Support Manager by investigating and resolving any issues or discrepancies when necessary.

Assist with running basic management information reports from the booking system to enable the analysis of trends, service requirements, income generation and forecasts by the Management team.

### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### **Services**

Sports Programming / Bookings

### **Organisational structure**

TBC

## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	A good standard of education to A Level or equivalent.	Maths and English Grade C or above at GCSE level
<b>Knowledge</b>	<p>The ability to acquire, assimilate and gain a solid working knowledge of the bespoke booking system.</p> <p>Basic information management reporting.</p> <p>The ability to acquire good knowledge of routine work procedures.</p> <p>Strong fluency in English</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Sports priorities, key objectives, risks and issues relevant to the department division and the role</p> <p>Knowledge of local H&amp;S Legislation relevant to the facilities.</p> <p>Knowledge of financial directives</p>
<b>Technical / Work-based Skills</b>	<p>Strong computer literacy with ability to operate the Microsoft Office package.</p> <p>A methodical approach, with the ability to work to a high level of accuracy and attention to detail to minimise the risk of errors in the booking system</p>	Driving licence (Group B)
<b>General Skills/Attributes</b>	<p>Problem solving skills</p> <p>Confident decision-maker</p> <p>Innovative approaches to service delivery</p> <p>Strong relationship building skills and confident dealing with external and internal stakeholders.</p>	
<b>Experience</b>		Experience in a similar environment or practical experience in service training / relevant with bespoke systems.

## Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

## Organisation chart

### One Government Departments

