



Candidate Information

Position:	Deputy Head of Sport
School/Department:	Queen's Sport
Reference:	18/107036
Closing Date:	Friday 4 January 2019
Salary:	£40,792 - £50,132 per annum (potential to progress to £53,175 per annum through sustained exceptional contribution)
Anticipated Interview Date:	22 and 25 January 2019

MAIN ACTIVITIES/RESPONSIBILITIES

Leadership and Management

1. Lead, direct and coach direct reports to ensure they work to the optimum of their effectiveness. To carry out performance reviews and identify individual and team training and development needs.
2. In partnership with internal and external stakeholders, contribute to the development of Queen's Sport, including the implementation and successful delivery of the Strategy for Sport 2018-2023. Develop strategies as appropriate for specific areas.
3. Provide advice, support and guidance, feedback and quality assurance on all aspects of business delivery, to help managers and staff teams fulfil their roles.
4. Liaise with external stakeholder such as British Universities & Colleges in Sport (BUCS), Student Sport Ireland, (SSI), National Governing Bodies etc to increase awareness of Sport at Queen's.
5. Oversee the development, implementation and delivery of business plans and activity for Participation and Wellbeing and Performance Sport to ensure continued/increased student engagement and performance in line with relevant University strategies. (Active Campus; Elite Athlete Programme etc). Ensure budgets are managed effectively and in compliance with QUB financial processes and procedures.
6. Oversee the review of activity/ and performance programmes to ensure programmes are successful. Tracking sales progress against targets and realigning resources as appropriate.
7. Lead out on the Club Development Model for all five sporting Academies to ensure clear strategic focus across Participation, Development and Performance Sport
8. In conjunction with the Development Manager (DARO), develop and lead out on a Fundraising Plan which supports financial sustainability of Performance Sport programmes, including the cultivation of philanthropic opportunities and the delivery of effective fundraising events.
9. In conjunction with Marketing Recruitment, Communications and Internationalisation (MRCI), raise the profile of Performance Sport athletes and develop a student recruitment plan that supports the delivery of University recruitment objectives.

Business Development and Planning

10. Responsible for the creation, implementation and delivery of a Sales, Marketing and Business Development plan for Queen's Sport to ensure the delivery of the Strategy for Sport which includes new income generating streams (e.g. private hire, retail, events, sponsorship).
11. Take the lead in identifying relevant sporting organisations across Higher Education and the wider sporting industry to ensure that sport at Queen's positions itself as a market-leader in the delivery of an excellent sporting experience .
12. Maximise profitability and cash generation by enhancing sales and margins, increasing participation and business outputs and controlling all costs and stock effectively.
13. Undertake a comprehensive review of the current facilities and services and identify areas of growth and opportunity that are effective, efficient and for the maximum benefit of students and the University community e.g. Sports Clinic.
14. In conjunction with internal stakeholders (Student Plus, MRCI) create a marketing plan for Participation, Wellbeing and Performance Sport that will fluently articulate the unique proposition for students, staff, alumni and the wider community at Queen's and is aligned to other strategic aims and activities within the University.

15. Analyse business information, including current performance and trends to support business planning, budgeting, cost efficiencies and income generation for projects and developments in conjunction with the Head of Sport and relevant stakeholders. This will include the need to review target performance and identification of actions required to mitigate potential risks.
16. Ensure professional and quality service standards are maintained and applied across all areas of activity.
17. Oversee and assist with the management of the main sporting showcase events throughout the year.
18. Undertake any other duties as designated by the Head of Sport, that may be appropriate to the grade and nature of the post.

PLANNING AND ORGANISING

1. Planning and organising individual and team activity with minimum supervision, with an appreciation of longer term issues, ensuring plans complement and feed into broader operational plans and strategies
2. Oversight of marketing and communications planning and delivery
3. Production of regular financial and management reports and work under pressure, when necessary, to meet targets and deadlines

RESOURCE MANAGEMENT RESPONSIBILITIES

1. Manage a team of staff to ensure successful delivery of Queen's Sport service
2. Setting, reviewing and monitoring KPIs for managers
3. Management of facilities and equipment
4. Successful management of budget within defined areas of work.
5. Act as a mentor to colleagues, which may involve training staff, to support and develop their professional effectiveness.
6. Responsibility for all aspects of health and safety associated with Queen's Sport including risk assessment and knowledge of current relevant legislation.
7. Responsible for ensuring effective use of Management Information Systems to inform business development solutions including utilisation of digital media.

INTERNAL AND EXTERNAL RELATIONSHIPS

1. Work with internal and external stakeholders to generate new ideas, inform policy/practice developments and contribute to the development of strategic plans relating to Queen's Sport.
2. Build strong external networks and relationships with a range of relevant stakeholders (eg: Industry leaders, National Governing Bodies, British University and Colleges (BUCS) in Sport and Student Sport Ireland (SSI) to support the development of Sport at Queen's and maximise all business opportunities.
3. Build on relationships with fellow professionals in order to facilitate market research, competitor analysis and sharing of best practices.
4. Work collaboratively with others in order to achieve objectives by demonstrating strong interpersonal skills and the ability to negotiate, influence and network.

ESSENTIAL CRITERIA

- An honours degree (or equivalent qualification) in a sport or business related subject, plus a minimum of 4 years' broad management / professional experience in similar or related roles
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- substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist capacity in a similar work environment.
- Experience of effectively leading and managing a team of people including dealing with complex people management issues.
- Experience in and evidence of successful management of resources and budgetary control including financial forecasting and budgetary management.
- Significant project management experience aligned to business priorities within a Sporting or Customer facing environment.
- Evidence of having created innovative solutions to mitigate business plans challenges that have led to desired outcomes being achieved and business retained or new business developed.
- Evidence of working in a customer focused environment with proven experience of networking and building relationships to deliver effective collaborations.
- Evidence of strong negotiating, communication and interpersonal skills, leading to the ability to conduct effective internal and external relations including establishing and nurturing effective working partnerships with external agencies.
- Thorough knowledge of effective strategic marketing strategies, techniques, concepts and creating successful campaigns and business planning.
- Utilising Management Information Systems to inform business development solutions.

- Writing and presenting compelling business/project cases to senior managers.
- Understanding of effective benchmarking and market research.
- An interest in sport, health and fitness.
- Available to work flexible hours to meet the needs of managing the service (i.e. evening, weekend, public holiday work as and when required).
- Current valid UK driving licence and use of car for work.
- Available for occasional conference/ travel commitments requiring overnight stays.

DESIRABLE CRITERIA

- Relevant Post Graduate qualification
- Relevant experience within the sports and leisure industry
- Experience in preparing and implementing strategies
- Understanding of the Higher Education (HE) sector and the current challenges therein
- Knowledge of HE Sport
- Awareness of current standards, issues and trends in the sports and leisure industry
- Membership of Professional Body