

## Candidate Information

**Position:** Head of Sport and Physical Wellbeing  
**School/Department:** Student Plus  
**Reference:** 22/109766  
**Closing Date:** Tuesday 3 May 2022  
**Salary:** £53,348 - £61,818 per annum  
**Anticipated Interview Date:** Face to face interviews will take place week commencing 16 May and/or 23 May 2022

### JOB PURPOSE:

The Strategy for Sport at Queen's is designed to provide a world class support system and environment for students, staff and the community that unlocks sporting potential, maximises personal performance and enhances health and wellbeing for all. The postholder is responsible for the strategic leadership and delivery of the Strategy for Sport including innovative and cost-effective physical activity and wellbeing facilities and services that add value to the University's Strategy 2030 including the phased implementation of a major capital investment programme and the development of new facilities for Sport and Wellbeing.

### MAJOR DUTIES:

1. Lead the implementation and delivery of the Strategy for Sport and its role in supporting the ambitious targets set out within the University's Strategy 2030 including the effective translation of the strategy to realistic and sustainable operational business plans, budgets and performance targets/indicators.
2. Provide visible supportive and inspiring leadership and management to a team of operational managers, support staff coaches and volunteers, proposing and leading change where required to ensure that services are responsive and customer focused. Set the highest standards of customer care and ensure that staff maintain them.
3. Lead and advise on all matters relating to Sport and guide the formulation of student focused policies and strategies, aligned to supporting the Strategy for Sport. For example, development of robust plans for Academy Sports which support the ambitions of students, clubs, alumni and NGB partners.
4. Apply broad knowledge and ensure the continuous review of quality and external benchmarks, particularly in regard to Sporting trends and innovation within the HE sector (nationally and internationally) to ensure that current and future innovations are aligned to the market, adding value to the recruitment of new students and their experience.
5. Lead the phased implementation of a major capital investment programme and the development of new facilities for Sport and Wellbeing (indoor and outdoor) including long term planning to ensure they remain leading edge and affordable within the context of funding for sport.
6. Proficient at strategic networking, ensure the reputation and profile of the University as a leading Russell Group Sporting University (including branding and media support) is sustained and enhanced in and through sport, such that the University is a recognised first-choice partner for the recruitment of talented athletes as well as for relevant sporting initiatives and other events within the city, region and nationally.
7. Manage and be accountable for the efficient and effective management of financial income (circa £4-5m) and the control of expenditure in line with approved budgets. Advise on adjusting forecasts in response to changing market conditions and other factors. Ensure value for money and increased profitability in all areas through effective review and control of resources.
8. Lead on the development of an innovative and diverse physical activity and sport development programme from juniors to adults, ranging from participative grass roots schemes through to elite performance support. This should include interaction with members and local community, staff, students and sporting clubs and support the engagement with physical wellbeing, taking account of the diverse cultural student mix.
9. Through collaboration with key stakeholders, lead the delivery and development of health and physical wellbeing initiatives that support students, staff and the wider community.
10. Responsible for the development, implementation and measurement of effective marketing communication strategies which optimise customer expectation and experience and maximise utilisation of facilities.

11. Ensure all business opportunities for Sport from external funding, partnerships, events, consultancy, event management and recruitment initiatives are maximised, including collaboration opportunities with Schools and Faculties.
12. Responsible for ensuring the highest standards of operational management across the sport portfolio that delivers a high quality operational and administrative service, customer care and statutory/University compliance.
13. Responsible for ensuring that the IT and other support systems which support the operation and delivery of Sport are capable of delivering the outputs required for current and future ambitions and provide accurate reporting to the University.
14. Work in partnership with senior Estates colleagues on the co-ordination and delivery of strategic and long-term programmes of maintenance, refurbishment and product specification (forecasting up to 20 years in advance) to ensure that the portfolio is compliant, well maintained and meets the requirements for all client groups and is future proofed.
15. Lead on the development of a sustainability plan for Sport that is aligned to the University ambitions and targets and engages all users as active participants.
16. Responsible for the management and oversight of safe, secure and appropriately managed Sports facilities including but not limited to all matters in relation to health and safety management, risk management, business continuity and the plans for dealing with a major incident, in line with University policies and procedures and legislation.
17. As a member of the Student Plus Senior Leadership team, contribute to Directorate wide planning to support the University's strategic objectives. Deputise for, and represent, the Director at meetings, functions or events as required and undertake any other such duties as may be required within the general remit of the post. Comply with, and actively promote, implementation of the University's policies, procedures and regulations in all matters.

#### **Planning and Organising:**

1. Play a lead role within the Directorate, be self-motivated and able to set own work schedule and operate with a high level of independence.
2. Operate within broad guidelines and policies set by the University but have a significant amount of discretion over own work.
3. Oversee the planning and organising of the activities within the Sport team to ensure that work fits in with key points in the University's cycle of business, such as timely decision making relating to the annual rolling lifecycle programme, to enable effective and appropriate approvals and procurement of contractors.

#### **Resource Management Responsibilities:**

1. Motivate, mentor and lead the continuous professional development of a large, multi-disciplinary and diverse team, which includes full and part-time staff, temporary/seasonal workers, coaches and volunteers. Ensure that all team members are fully aware of, and are committed to, the delivery of corporate goals and Sport outputs.
2. Provide expertise and direction to the management team in relation to the formation and management of budgets, typically in the region of £4-5 million annually, covering income planning as well as the control of expenditure in line with approved budgets.

#### **Internal and External Relationships:**

1. Advise at senior levels within the University management and governance structure on matters relating to Sport. For example, capitalise on the strengths of sport, preparing, reporting and communicating key results, information and specialist information relating to Sport, clearly and persuasively, with senior University colleagues and at University Committees and Working Groups.
2. Build and develop networks with key strategic partners in relation to the provision of Sport. For example, the Students' Union, Sporting Clubs and Alumni, City Council, Sport NI, relevant National Governing Bodies, local sports and community clubs, as well as at external events with key stakeholders.
3. Represent and promote the University's interests in appropriate organisational/professional bodies, nationally and internationally. i.e: BUCS/ SNI/ SSI/SII etc.

#### **ESSENTIAL CRITERIA:**

1. \* University degree in a relevant business-related field or similar. OR; \* The University will also accept evidence of substantial relevant senior management experience within a strong commercial, customer driven operational or Sport environment as outlined in point 2.
2. \* At least 5 year's senior management experience within a strong commercial, customer driven operational or Sport environment to include:
  - \* Evidence of having led and developed a large team of multi-disciplinary staff (50-100).
  - \* Evidence of success in delivering (non-financial) results within a customer first environment.
  - \* Experience of significant budgetary management and control (£4m+ turnover).
  - \* Evidence of introducing and implementing new products, systems and/or procedures.
  - \* Experience of writing and presenting reports at a senior management / board level.

3. Ability to demonstrate leadership, commercial awareness and project management skills.
4. Well-developed understanding of regulations and procedures linked to residential operations and implications of non-compliance.
5. The ability to think strategically, problem solve and drive forward positive change management processes which improve performance standards and enhance the customer experience.
6. Ability to identify and deploy appropriate business solutions which optimise management information ie IT and marketing solutions.
7. Excellent oral/written communication and presentation skills.
8. Effective interpersonal skills including motivating, negotiating, influencing and relationship / partner building.
9. The vision, passion and commitment to inspire and motivate others.
10. Ability to work under pressure and to deliver to deadlines.
11. Ability to relate effectively with students, staff and external stakeholders.
12. The role is customer facing therefore it is based on campus.

**DESIRABLE CRITERIA:**

1. \* Postgraduate management qualification.
2. \* Experience in managing sports facilities at a senior level.
3. \* Experience in the development and delivery of Capital Work Programmes.
4. \* Experience of marketing a product/service to a young demographic.
5. \* Experience of leadership and management within a Higher Education context.