



JOB DESCRIPTION

COACHING & WORKFORCE DEVELOPMENT SUPPORT OFFICER

Starting Salary: £12,480

Fixed-term contract: 30 hrs per week

JOB DESCRIPTION

JOB TITLE: Coaching & Workforce Development Support Officer

RESPONSIBLE TO: National Coaching & Workforce Development Manager

JOB SUMMARY: To assist the National Coaching & Workforce Development Manager in the day-to-day operation of the EHA Coaching and Education Programmes.

Location: England Handball Association, The Halliwell Jones Stadium, Winwick Road, Warrington WA2 7NE

1. Main Focus of the role

The Coaching & Workforce Development Support Officer will be responsible for supporting the development of the Coaching and Education Programmes and providing high quality administration and financial services to ensure the efficient and effective delivery of the programmes. This will include handling enquiries, managing online database, organising and deploying the course workforce, aiding the development of the course programme, arranging course materials to be delivered to the workforce/venues for the educational courses, invoicing and managing coaching & workforce related social media channels. There will also be opportunities to lead the development of the Workforce conference and own specific projects as required. In addition, the postholder will provide data for reports to funding and workforce partners as and when required and, from time to time, provide support to the EHA Management Team and Board as required.

2. Accountability

The Coaching & Workforce Development Support Officer will be accountable to, and appraised by, the National Coaching & Workforce Development Manager.

3. Key Aims and Objectives of the role

- To develop efficient administration systems to aid the Coach Education programmes and workforce development.
- To aid the development of a comprehensive Coaching and Education Programme that supports the delivery the EHA's activities at all levels.



- To ensure the efficient and effective handling of all administration supporting the Coaching and Education Programme within agreed timescales.

4. Key Roles and Responsibilities

- To handle all relevant incoming enquiries in a timely and efficient manner.
- To ensure that the appropriate member of the Coaching & Workforce Team are informed of any related enquiry that requires their attention.
- To maintain the EHA's electronic and paper-based filing systems and ensure that accurate and up-to-date information is held in the appropriate locations.
- To inform, and work with, the EHA Marketing & Communications Manager on any updates required to the EHA website and social media channels with information and data as requested by a member of the Coaching & Workforce Team.
- To provide the essential administration to enable the safe and efficient running of coaching qualifications and development courses throughout England, including organising venues, arranging course workforce, handling customer bookings and the timely delivery of course materials.
- To gather data that will help support the provision of reports to key funding partners and agencies, as well as internal stakeholders.
- To provide general clerical support to the Coaching & Workforce Team as required, including managing the team diary, organising travel/accommodation, booking meeting rooms and arranging refreshments.
- To aid the development of a continuing professional development programme through social learning and our interactive channels.
- To undertake any other clerical work as necessary including invoicing, record keeping, retrieval of information, photocopying and processing of mail.
- To provide clerical and organisational support for a variety of presentations/seminars in various locations throughout England as necessary/required.

4. Management responsibilities

The Coaching & Workforce Development Support Officer does not have line management responsibility for any other employee within the EHA. However, from time to time there may be an intern to assist with the day to day administration and who will require advice and guidance from the Coaching & Workforce Development Support Officer.

5. Location of post

The post will be based in Head Office in Warrington, but may from time to time include working in a variety of locations to support the Coaching & Workforce Team in the delivery of courses, seminars, conferences and presentations.



NB. This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity you will be required to work and can be amended with consultation in the light of the changing needs of the organisation.



PERSON SPECIFICATION

The ideal candidate will be able to demonstrate the following key skills and experience:

- Experience of working in an office and handling a variety of enquiries and tasks.
- Experience of working in events.
- Ability to use a range of IT systems, including databases, word processing and other software packages.
- Experience of invoicing and financial management
- Maintaining and updating records and analysing/collating data and other information.
- Experience of communicating with a large and diverse customer audience through all types of media (for example twitter and you tube).
- Excellent communication skills including the ability to provide concise and accurate information to individuals and groups at all levels.
- Knowledge/experience of a learning or coaching environment.
- Ability to deliver assigned projects on time and within budget requiring excellent organisation skills and the ability to prioritise conflicting requirements.
- Awareness and sensitivity to be able to work successfully within a team environment and to work effectively with other agencies.
- A willingness and commitment to work in a flexible, 'can do' attitude.
- Be willing and able to use social media to promote EHA courses.
- To be able to work under their own initiative in a remotely based environment.

Interview Date: Week commencing the 4th March 2019