

 **JOB DESCRIPTION**

|  |  |
| --- | --- |
| **TITLE:** | **Age Group Team Coordinator** |
| **CONTRACT TYPE:** | Open Ended, Full Time |
| **ORGANISATION:** | British Triathlon and Triathlon England |
| **JOB BASED AT:** | British Triathlon Head Office, Loughborough |
| **REPORTS TO:** | Portfolio Manager, Lead Safeguarding Officer & Age Group Manager  |

**POSITION OVERVIEW**

The job holder is expected to effectively coordinate and administrate the Age-Group Programme and to be the main point of contact for Age Group athletes.

The Great Britain Age-Group Team is the pride of Britain delivering medal-winning performances around the globe year on year. Not only does this role deliver a world-class customer service for British Age-Group athletes, but also offers the opportunity to bring to life the Great Britain Age-Group journey through promotion and communication of the teams racing and successes throughout the season.

**MAIN TASKS & RESPONSIBILITIES**

* To lead projects in line with strategy in order to improve efficiencies, Age Group customer experience and profile of the sport
* To plan and lead the annual Age-Group Managers Team meeting
* To coordinate the clean sport education and testing programme for age group teams
* To deliver Clean Sport Education sessions and Webinars for age group teams
* To maintain relationships with key sponsors and partners
* To develop and maintain a comprehensive set of policies and procedures for administering all aspects of the Age Group teams’ programme
* To provide administration support to the Age Group team and managers including managing the application and entry process and answering queries from athletes
* To provide administration support to the BTF Director with Age Group Portfolio and the Age Group committee
* To maintain budgetary control of each Age Group team including helping create budgets and monitoring costs
* To coordinate travel and accommodation for Team Managers and support personnel by liaising with the preferred travel company for Age Group teams ensuring budgets are adhered to
* To coordinate the process for appointing and reviewing Team managers and other support personnel ensuring coverage for all teams in line with budget
* To liaise with the official GB kit retailer to ensure an optimal kit ordering and delivery system is in place and to work with the Commercial Manager and GB kit sponsor to review Age Group kit regularly
* To develop and maintain the Age Group section of the BTF website ensuring that all information is up to date and accurate
* To coordinate a review of each Age Group Team ensuring timely reports from Age Group Team managers and to publish as news items on the BTF website
* To compile the BTF Board report for Age Group teams in consultation with the Board Director with Age Group Portfolio
* To establish direct contact with ETU and ITU LOC’s to promote the interests of GB athletes
* To establish direct contact with qualifying event race organisers
* To attend specified qualifying events and championships, to provide administration support to Team Managers and athletes if required and budget allows
* To develop and manage in coordination with British Triathlon staff an annual Great Britain Age-Group Team communications plan and to lead on the content of this
* In coordination with the Events Manager and Commercial Manager, enable the delivery of sponsor, partner and membership benefit provider rights through Great Britain Age-Group Team communications channels
* To provide general backup to the Operations Team as required: to include but not limited to Major and National events, commercial sponsorship activation and general operations team support

**SUCCESS CRITERIA/MEASUREMENTS**

* Effective administrative support demonstrated by the percentage of queries and tasks which are addressed and completed within agreed deadlines and to the required standard including entry of age group athletes into races and support of Age Group Team Managers' travel to events
* Detail of Age Group team qualification and selection for races distributed in a timely manner and queries to such dealt with accurately and with aim of answering athletes issues
* Age Group team information conveyed in a timely manner and regular communication made to the Age Group community

**PERSON SPECIFICATION**

**AGE GROUP COORDINATOR**

**RELEVANT SKILLS AND/OR APTITUDES**

*Essential*

* Excellent communication skills – Communicates effectively, clearly and confidently in written, verbal and electronic forms
* Time management
* Well organised and able to prioritise workload
* Has the ability to demonstrate empathy with Age Group athletes and volunteers
* Strong interpersonal skills
* Is able to work independently and as part of a team
* Commitment towards achieving excellence in triathlon within the framework of British Triathlon’s performance system
* Good telephone manner

**KNOWLEDGE AND EXPERIENCE**

*Essential*

* Excellent understanding of customer service
* Experience of gathering and preparing web and other social media content
* Experience of administrative work in a busy office environment
* Dealing with volunteers in a sporting environment

*Desirable*

* Good working knowledge of the sport of Triathlon including specifically the Age Group process
* Experience of competing and/or officiating in triathlon or its component sports

**EDUCATION/QUALIFICATION SKILLS**

*Essential*

* Computer literate, including Office products, Windows, Databases
* Strong written and oral presentation skills
* Report writing skills

*Desirable*

* Good working knowledge of Clean Sport and Anti- Doping regulations
* Qualified as a clean sport educator and advisor

**PERSONAL ATTRIBUTES**

*Essential*

* Is able to work independently and as part of a team
* Empathy with the goals of Age Group Triathletes
* Performance orientation, including the ability to set targets and achieve them
* Commitment to responding to customer needs
* Positive approach to dealing with challenging issues
* Treats people with respect
* Protects confidential information
* Adheres to the company’s policies and demonstrates loyalty to the company
* Strong individualist & decision maker with high determination to succeed
* Self motivated
* Creative & innovative worker
* Focused on excellent quality of service
* Continually looks to improve

**OTHER REQUIREMENTS**

*Essential*

* Be available to work and travel potentially at weekends and to be aware that the seasonal nature of the age group competition structure means that the summer months will be particularly busy

*Desirable*

* Able to travel independently (mileage allowance will be paid for business use)