



# BRITISH TRIATHLON

## JOB DESCRIPTION

<b>TITLE:</b>	Age Group, Multi Sport and Sport Integrity Administrator
<b>CONTRACT TYPE:</b>	Permanent
<b>ORGANISATION:</b>	British Triathlon and Triathlon England
<b>JOB BASED AT:</b>	British Triathlon Head Office, Loughborough
<b>REPORTS TO:</b>	Head of Business and Age Group Operations
<b>DIRECTORATE:</b>	Business and Age Group Operations
<b>SALARY:</b>	£21,500 per annum

### POSITION OVERVIEW

The job holder will deliver quality administrative support and ongoing customer service to the Age-Group and Sport Integrity Programmes, the Clean Sport Programme and the Business Operations Team.

Our Business operations team is responsible for integrity and inclusion which incorporates safeguarding, complaints, clean sport and equality, diversity and inclusion.

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.

British Multisport athletes are a professional team of athletes who qualify to compete at Elite level in Long distance, Duathlon, Aquathlon and Cross Triathlon events at World Triathlon, Europe Triathlon, Ironman and Challenge events.

### MAIN TASKS & RESPONSIBILITIES

- Under the supervision of the Age Group Manager, provide administration support to the Age Group teams and volunteer team managers including supporting the application and entry process and answering queries from athletes
- To support the Integrity and Inclusion manager in logging, tracking and responding to concerns raised.
- To provide administrative support for clean sport operations and clean sport education



- Through good email and verbal communications ensure we deliver a great customer experience to all our athletes and support personnel
- To maintain a comprehensive set of policies and procedures for administering all aspects of the Business, Age Group and Clean Sport Programmes.
- To provide administration support to the BTF Non-Executive Director (Age Group) and the Age Group Committee
- To administer 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 maintain the Age Group section of the BTF website ensuring that all information is up to date and accurate.
- To collate reviews of each Age Group Team ensuring timely reports from Age Group Team managers and to update news items on the BTF website
- To compile the BTF Board report for Age Group teams in consultation with the with the Head of Age Group.
- To attend specified qualifying events and championships, to provide administration support to Team Managers and athletes if required and budget allows
- Provide operational support to the Elite Multisport Programme helping to deal with athlete queries and logistical tasks. To support British Triathlon staff to deliver an annual Great Britain Age-Group Team communications plan
- To provide general backup to the Business 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
- High satisfaction rates for our customer service standards for all queries from partners and athletes.
- 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 athlete issues
- Age Group team information conveyed in a timely manner and regular communication made to the Age Group community



# PERSON SPECIFICATION

## AGE GROUP ADMINISTRATOR

### 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 customer service
- 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

#### *Desirable*

- Dealing with volunteers in a sporting environment
- 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

## PERSONAL ATTRIBUTES

### *Essential*

- 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*

- In possession of a valid UK driving licence, with the use of a car (mileage allowance will be paid for business use)