



## Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

### Job Description

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**Job Title:** Sport Programme Officer

**School/Department:** Sport & Recreation

**Job category & level:** Executive 3

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#### The Purpose of the Role:

The post will involve the planning, coordination and organisation of the existing programmes and future programmes which link to the Trinity Sport Strategy for Sport and Physical Activity and the University Strategic Plan. The aim of the role is to maximise the sports facility capacity by increasing the number of people who participate in the Sports programmes and to offer an extensive range of programmes and activities that serve the various needs of the members and non-members, the college community, corporate company's and school groups, in a safe and enjoyable environment.

The post holder will work as part of the team in Trinity Sport, covering the areas of indoor and outdoor sports facilities, operations and supervision. Income generation and cost effectiveness is an important aspect of this role.

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#### Standard Duties and Responsibilities

##### Coordination and planning of courses and programmes

- Climbing Wall
- Swimming Pool

- Indoor and outdoor sports events
- Children's activities (including sports camps, birthday parties, tennis lessons, swimming lessons and climbing)
- School tours
- Special events and projects, and cooperate bookings
- Group and individual bookings. Events/contact point
- Fitness Classes and course arrangements

### **Staffing Arrangements**

- Cover and timetabling of casual staff
- Recruitment, management and motivation of casual staff
- Training and Garda vetting where applicable

### **General**

- Enforcement of booking procedures for indoor areas such as climbing wall, pool, sports halls, and outdoor areas for events.
- To liaise with sports staff to prepare the centre for bookings/events and maintain facility
- Reporting and booking functions via Gladstone MRM and other IT software
- Evaluation and review of programmes and subsequent developments
- Assisting with advertisements and promotional work.
- Logistics and equipment needs
- Implementing buildings security and safety of users
- Representation for Trinity Sport where required
- Budgeting and income generation reports
- Handling of cash; cash register/ computer till/bookings

### **Customer Care and Safety**

- Health, Safety and risk assessment procedures and supervision
- Ensuring a high standard of customer care and member services
- Meet and greet customers, communication with customers

- Dealing with customer queries, comments and complaints. Liaise with Marketing and Member Services Officer
- Policy- child protection/garda vetting, code of ethics, codes of conduct

To carry out any other duties that may be required appropriate to the grade and nature of the post deemed by the Head of Sport and their nominee.

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### **Person Requirements**

The role-holder will require the following knowledge, skills and attributes for successful performance in the role

### **Qualifications**

- The post-holder should have achieved a nationally recognised qualification in business, sports development and/or sport and recreation.

### **Knowledge & Experience**

- At least 1 year's supervisory level within business, sports development or the leisure and recreation industry is essential
- High customer care and safety standards is essential
- Supervisory skills and the ability to delegate, lead a team and be part of a team is essential
- Experience in the organisation of programmes and operations of an indoor or outdoor sports facility is desirable
- Experience in event management is desirable
- An interest in sport, health and fitness is desirable
- Awareness of current standards, issues and trends in the sports and leisure industry is desirable
- Knowledge of digital marketing is desirable

## **Skills & Competencies**

- Conscientious and motivated; is self-motivated, accurate in their work, ensures details are completed and has the ability to motivate others.
- Excellent interpersonal skills and a pleasant friendly manner are essential.
- Excellent organisational and communication skills are essential
- The ability to multitask is essential
- Excellent IT skills are essential
- Resourceful: Can work under own initiative, ability to find information/advice and can problem solve is essential
- The ability to generate new revenue streams is essential
- Experience with membership database systems (such as MRM) would be desirable