



# Operations & Workforce Officer

VACANCY

CLOSING DATE FOR APPLICATIONS 4<sup>th</sup> of NOVEMBER 2024

INTERVIEWS 11<sup>th</sup> of NOVEMBER (ONLINE)

Last updated: 15/10/2024



British Ice Skating wishes to recruit an Operations & Workforce Officer and is now inviting applications.

#### About British Ice Skating

British Ice Skating is the trading name of the National Ice Skating Association (NISA).

Established in 1879, British Ice Skating is a membership association, and operates as a company limited by guarantee. British Ice Skating is recognised by the International Skating Union (ISU), the British Olympic Association (BOA), UK Sport and the Home Nation Sports Councils as the National Governing Body (NGB) for the sport of ice skating in the United Kingdom.

The Board and CEO of British Ice Skating are leading the association and the sport through a period of significant transformation and modernisation, making now a time of great change and opportunity.

#### About the Sport

Ice skating is structured into two divisions; Speed Skating and Figure Skating. Speed Skating consists of the Olympic disciplines of Long Track and Short Track, whilst Figure Skating covers the disciplines of Singles/Pairs, Dance and Synchronised of which only Synchronised is not an Olympic discipline.

There are approximately 120,000 people who skate regularly in the UK, and almost 5,000 individuals and 60 clubs are members of British Ice Skating. With offices based in Sheffield, British Ice Skating provides educational services, competitive opportunities and development programmes for all levels.

Ice Skating has a proud history of medal success at the Olympic Games, especially during the 1970s and 1980s, through which stars Jayne Torvill, Christopher Dean, Robin Cousins and John Currie became household names. This season we have secured £2 million investment for performance and progression with skaters achieving Speed Skating World Championship Medal for the first time in 72 years, a Silver Medal in Ice Dance at Europeans, and 4<sup>th</sup> Place in Junior Worlds for Ice Dance.

#### About the Operations & Workforce Officer Position

BIS is now looking for an individual with the knowledge, skills and experience, to join the company as Operations & Workforce Officer, who will bring their enthusiasm, passion and drive to the role to make it a success. They join the team responsible for the workforce, events and day-to-day operations of the organisation.

The successful candidate will be joining a friendly and dynamic team, which works to support and promote the sport, to engage ever more people in ice skating and help them to reach their potential. British Ice Skating is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. In line with our Equality, Diversity and Inclusion Policy we are keen to achieve a more diverse workforce and would welcome applications from those communities underrepresented in sport, in particular people from ethnic minorities, people with disabilities and women.

#### How to apply

To apply, please send your CV, together with a covering letter that explains what motivates you to apply and how you meet our requirements, along with the Equality Monitoring Form, by email to: [sarah.logie@iceskating.org.uk](mailto:sarah.logie@iceskating.org.uk)

## OPERATIONS & WORKFORCE OFFICER JOB DESCRIPTION

Job Title:	Operations & Workforce Officer
Reports to:	Head of Operations & Workforce
Contract type:	Permanent, Full Time
Salary:	£24000
Normal Location:	Hybrid, 3 working days in office
Normal Working Hours :	35 hours per week usually Mon-Fri 09:00-17:00

### JOB PURPOSE

Reporting to the Head of Operations & Workforce, the post holder is responsible for assisting with operational delivery of the programmes and services of British Ice Skating. This responsibility includes administration, communication, development of the BIS pathway, partner engagement and providing an excellent service to our workforce, members and staff, as well as working with other key stakeholders both internal and external to ensure the maximum return and output from those functions.

### KEY RESULTS AREAS

1. Ownership of the processes of the named areas, including driving efficiencies and changes where required
2. Being the key contact for British Ice Skating members in the named areas including test and membership, as well as collaboration with external partners linked to the delivery of services and projects
3. Leading the administrative support for these areas, including the collation and submission of relevant paperwork, files and data
4. Provide administrative support to the safeguarding and coaching teams
5. Providing support to operations assistants as required
6. Aiding with researching and sourcing funding opportunities available for our workforce and exploring further avenues where available
7. Assisting with the preparation, maintenance and updating both internal documents, such as policies, and outward-facing publications, for workforce and operational areas including tests
8. Working with staff and workforce as appropriate including officials, coaches and volunteers
9. Undertaking any other duties associated with the post as reasonably requested
10. Help systems and processes across various programmes and services such as test and membership, coaching, development, performance and finance to meet the British Ice Skating operational plan. Adapt to the demands of the business and have a flexible approach to helping all departments with processes.

## ASSIGNMENT AND REVIEW OF WORK

Work is assigned by the Head of Operations & Workforce and from the CEO, Senior Management Team and the Board's Strategic and Operational Plans. Work will also be generated from meetings with the internal team, contractors, stakeholders, and the wider membership of British Ice Skating.

The post holder prioritises their own work within agreed objectives in accordance with the organisations policies and procedures.

The post holder is subject to general direction and will discuss conflicting priorities with the Head of Operations & Workforce.

The post holder continuously reviews their work to ensure satisfactory standards are achieved and the Head of Operations & Workforce will review work generally for quality and quantity and the achievement of objectives within timescales according to the formal performance appraisal system and informally as required.

Undertake ongoing training and personal development, to enhance skills and abilities for the post

## COMMUNICATIONS AND WORKING RELATIONSHIPS

### Internal

To support the delivery of key activities and objectives within the BIS Team as set by the BIS CEO, wider Managerial Team, Board Chair and Directors, relevant sub-groups and Committees

### External

British Ice Skating Membership – to establish communication channels with members to administrate the work of British Ice Skating

Workforce - to co-ordinate the administration of programmes and services of British Ice Skating

Ice rinks, clubs, Local Authorities and other partners – to co-ordinate the administration of programmes and services of British Ice Skating

## JOB ROLE STATEMENT

The Operations & Workforce Officer will be accountable for the operational delivery of the work of British Ice Skating, amongst workforce, members, key stakeholders and the general public to engage more people in ice skating.

They must adopt a positive attitude in all their dealings and must adhere to, and comply with, all BIS policies and procedures

## Person Specification: Operations & Workforce Officer

AREA	ATTRIBUTE, QUALITY, SKILL	ESSENTIAL/ DESIREABLE	HOW ASSESSED
SKILLS, EXPERIENCE AND KNOWLEDGE	Excellent computer skills including all MS Office products	E	Application/Interview
	Excellent literacy and numeracy skills	E	Application/Interview
	Experience of computerised systems and databases	D	Application/Interview
	Experience of changing systems/processes	D	Application/Interview
	Ability to organise, use and maintain filing systems	E	Application/Interview
	Confident communicator both written and verbal	E	Application/Interview
	Ability to research, collate and present information in a clear and concise manner	D	Application/Interview
	Experience of administrating sports programmes and services of an NGB, local authority or in the private sector leisure industry	D	Application/Interview
RELATIONSHIPS WITH PEOPLE	Excellent team player	E	Application/Interview
	Ability to build positive working relationships with individuals and partner organisations	E	Application/Interview
	Ability to deal with members, volunteers, staff and contractors in a courteous and professional manner	E	Application/Interview
INITIATIVE AND INDEPENDENT ACTION	Have the capacity to effectively organise and manage multiple tasks and prioritise on a time and task basis	E	Application/Interview
	Be able to work well under pressure and to meet deadlines whilst maintaining the highest standards of quality	E	Application/Interview
	Demonstrates initiative and flexible approach to work	E	Application/Interview
PERSONAL DEVELOPMENT	Positive approach to personal development and willingness to undertake additional training	E	Application/Interview