



**BRITISH
WEIGHT
LIFTING**

Job Information Pack

British Weight Lifting – the National Governing Body responsible for weightlifting and para powerlifting has the following vacancy.

We look forward to receiving applications from interested and appropriately qualified individuals.

Job Title: Education Support Officer

Reports to: Education Operations Manager

Location: Homeworker

Closing date: 21 November 2024

Interview date: Will be held online w/c 25 November 2024

1st Floor Office Suite, St Ann's Mill, Commercial Road, Leeds, LS5 3AE

T: 0113 224 9402 **E:** enquiries@britishweightlifting.org



About British Weight Lifting

As the UK's recognised Governing Body for weightlifting and para-powerlifting and our role is to inspire a nation of weightlifters and para-powerlifters through exceptional leadership and expertise. We are responsible for the growth and success of weightlifting and para-powerlifting at every level. Our work sees us support a network of weightlifting bodies, clubs and gyms across the UK, as well as the thousands of people actively involved in Olympic and Paralympic weightlifting disciplines. We strive to deliver exceptional training programmes, educational structures and competitions that create opportunities for individuals to participate and excel in our sport.

<u>Vision</u>	A new generation NGB focussing on weightlifting, para powerlifting and strength-related activities
<u>Mission</u>	To educate inspire and create greater opportunities that appeal to a more diverse and inclusive audience resulting in greater levels of activity and a fitter, healthier and stronger nation
<u>Approach</u>	To be: innovative, focussed, collaborative agile and insightful
<u>Values</u>	Care: Maintain integrity and respectful relations with all our stakeholders, customers, partners, suppliers, employees and communities
	Share: expertise, knowledge, passion, enjoyment and innovation
	Dare: to make a difference to solve problems and achieve goals that drive performance and the sport forwards in a collaborative manner

Strategy

Our strategy "**STRONGER-TOGETHER**" for 2021-2025 incorporates two key strands:

BWL as an enabler and partner showcasing strength as a lifestyle:

- Advocate for Strength
- Positive Experiences for all
- Connecting Health and Wellbeing
- Connecting Communities

BWL as an enabler of sporting success:

- Membership at the Heart of everything we do
- Enabling ambition – Performance and Talent
- Workforce and People
- Innovation to Enable Broader Management



Job Description

Job Title:	Education Support Officer
Hours:	Full time: 37.5 hours per week
Salary Range:	£22,500 - £24,000
Location:	Homeworker
Responsible to:	Education Operations Manager

Noting the nature of an National Governing Body, the role may require work outside of normal business hours including weekends.

Main purpose of the Job

- To support the Education Team with coordinating education packages and services in line with best practice, agreed processes and deadlines.
- To support BWL customers and members with enquiries, acting as a first point of contact and providing a high-quality customer service experience

Key Responsibilities

- Respond to enquiries from customers, members, athletes, coaches, officials, clubs and suppliers (via email and telephone) and provide effective and informative customer service support, as well as acting as the first point of contact for several inboxes:
- Co-ordinate education and membership services including:
 - booking of courses
 - booking of venues
 - liaising with external educators/assessors/IQAs
 - processing individual and group bookings
 - processing of ULNs, registrations and certifications
 - processing of partner bookings
 - membership processing
- Maximise data collection with customers and partners through accurate reporting and effective use of BWL systems.
- Assist in increasing operational efficiency of the education team and help achieve financial targets and strategic goals.
- Maintain individual member and club records on the Sport80 CRM system and support individuals and clubs to update these as required
- Approve/refer qualifications uploaded by members into their Sport80 CRM profile.

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- Maintain the BWL elearning platform including:
 - ensuring appropriate access for learners
 - ensuring appropriate access for educators, assessors and IQAs
 - ensuring results, grades and assessments are processed correctly
- Assist the Education Team in the processing of education finances including updating the monthly tracking report.
- Provide regular reports to contribute towards the delivery of the operational plan
- Attend education events as required and provide appropriate support services during such events
- Attend competitions as required and provide appropriate support services during the events
- Assist with the implementation of operational plans to maximise revenue generation and meet annual targets.
- Any other general tasks to support the work of BWL
- Demonstrate commitment and behaviours in line with the BWL values

Person Specification

The person specification describes the experience, qualifications, knowledge, skills and abilities that BWL are looking for.

Essential skills/experience are:

- Experience of working in a customer service/administrative role
- A polite and helpful telephone manner
- Excellent listening, communication and interpersonal skills to be able to handle customer enquiries promptly, professional and informatively
- Excellent time management skills with the ability to meet deadlines.
- Good problem-solving skills
- Good IT skills especially Microsoft Word, Excel and Outlook and knowledge of CRM systems.

Desirable skills/experience are:

- An interest and enthusiasm for sport/fitness
 - Knowledge of education services, eg course/qualification administration and online learning systems
 - Experience of working for a national governing body or sporting organisation.
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Salary and benefits

- The starting salary for the position will be £22,500-£24,000, depending on experience. Salaries are reviewed each year in April.
- 26 days annual leave (which increase with length of service), plus statutory bank holidays.
- A company pension scheme.
- An annual bonus scheme
- An Employee Assistance Programme – delivered by a third party organisation.

Commitment to Equality

BWL is a recognised equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of age, disability, gender reassignment, marriage and civil partnership, sexual orientation, pregnancy and maternity, race, religion, belief and gender.

Application and Selection Process

Application: Please download and complete the application form from our website [Careers at BWL - British Weight Lifting](#) and email it to sue.ward@britishweightlifting.org

Selection: Shortlisting will take place as soon as possible once applications close. Please indicate clearly on your application form, a telephone number where you can be contacted during office hours (9.00am – 5.00pm). Successful applicants will be contacted via email with information relating to the interview time, location and format. If you have not heard from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.