

## Person Specification

<b>Post Title:</b> Tennis Co-ordinator (Graduate internship)		<b>Post No:</b> A7840
<b>Organisation Unit:</b> NTU Sport		
<b>Attributes</b>	<b>Essential *</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good knowledge of tennis structures, both locally and nationally</li> <li>• Good knowledge of running tennis competitions, events and/or leagues</li> <li>• Clear understanding of the principles of coaching tennis</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of sport development and the structures surrounding it</li> <li>• Strong knowledge of the structures of higher education (HE) sport and the HE environment</li> <li>• Knowledge of recruitment and selection</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills – written and verbal</li> <li>• Confidence in dealing with people from different backgrounds</li> <li>• Strong team working skills</li> <li>• Good planning and organisational skills</li> <li>• Ability to deliver excellent customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use social media to promote opportunities</li> <li>• Ability to establish and maintain effective working relationships with organisations and/or individuals</li> <li>• Uses own initiative to successfully manage workload</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working and / or volunteering in at least one of the following areas: <ul style="list-style-type: none"> <li>○ Higher education tennis</li> <li>○ Club or governing body tennis development</li> <li>○ Tennis coaching</li> </ul> </li> <li>• Experience of planning and organising tennis activities, events or leagues</li> <li>• Practical experience of using Microsoft Office, including Excel, Outlook and Word</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of marketing tennis activities/events</li> <li>• Experience of recruiting new players to tennis</li> <li>• Experience of coordinating/managing a team of volunteers</li> <li>• Working within a student environment and understanding its demands</li> <li>• Experience of HE sport</li> <li>• Experience of monitoring income and expenditure</li> <li>• Experience of working within a sports facility, using a computer based leisure software system for bookings and memberships.</li> </ul>

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to degree level</li> <li>Tennis level 2 coaching award, or above</li> </ul>			
<b>Competencies</b>	<b>COMPETENCY - ESSENTIAL</b>	<b>LEVEL</b>	<b>COMPETENCY - DESIRABLE</b>	<b>LEVEL</b>
	<b>Team working</b> Works effectively as a member of a team. Takes responsibility for getting things done as part of a team.	<b>1</b>	<b>Making informed decisions</b> Is aware of the data/information/research available to inform and develop areas of work. Keeps up to date with information and its quality in order to make judgements.	<b>1</b>
	<b>Customer focus</b> Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.	<b>2</b>	<b>Adaptability</b> Willingly takes on new tasks/adopts new approaches as required as appropriate to job role. Participates in PDCR and takes responsibility for keeping professional skills and knowledge up to date.	<b>1</b>
	<b>Communicating &amp; Influencing</b> Communicates information effectively to a wide range of diverse stakeholders, influencing events.	<b>2</b>		
<b>Organisation and delivery</b> Plans time effectively to achieve results in day-to-day work. Is organised and prioritises work appropriately.	<b>1</b>			

<b>Person Specification drawn up by:</b>	<b>James Hayter</b>	<b>Date: June 2017</b>
<b>Approved for department by:</b>	<b>James Hayter</b>	<b>Date: July 2017</b>

\* Please note: in compliance with our obligations under the Immigration, Asylum & Nationality Act 2006, we will require to check original documentary proof of eligibility to work in the UK

[www.ntu.ac.uk/humanresources/](http://www.ntu.ac.uk/humanresources/)