

## RECRUITMENT PACK

### Operations Officer



## Join the Team

**By joining the team at London Sport, you'll become part of a group of people who believe that physical activity and sport can change Londoners' lives for the better.**

**London's diversity is its biggest asset and London Sport champions equality and is an inclusive organisation that strives to reflect this diversity in our Board and staff appointments. We particularly welcome applications from people from diverse backgrounds, ethnic minority groups, deaf and disabled people, women and members of the LGBTQ+ community for our roles.**

We work in all parts of London and on behalf of all Londoners to support them to live more active lives. We're constantly challenging the sport industry to think more creatively about the ways that it works for London and we include ourselves in that challenge, too. If we're not thinking creatively, we're not thinking clearly enough about what matters for Londoners from every corner of the capital.

We believe in activity in the workplace too. Our office is part of House of Sport, a three-storey co-working space founded by London Sport to provide physical activity and sport organisations in London with a base to collaborate, network and learn from one another. Along with our counterparts throughout the building, we are proud of a working culture that supports people to be active, whether that's through early morning yoga classes, lunchtime runs or evening tag rugby leagues.

In recent years, we've had a run of successes which we're excited to build on in the years to come. From the growth of our landmark London Sport Awards event to the launch of our groundbreaking Sport Tech Hub and the expansion of our work with local and regional governments, we've been involved in some of the most exciting moments for grassroots physical activity and sport in London.

We look for colleagues who will challenge us, encourage us and work with us to raise the game for physical activity and sport.

## The Role

We are looking for an enthusiastic and confident person to join the London Sport Team. As Operations Officer, you will be part of the team responsible for providing office management support to colleagues and, working with the Head of House of Sport Operations, the day-to-day running of House of Sport as a co-working space and supporting the community by leading on engagement events and opportunities.

London Sport office management functions include equipment, information technology, communications, printing, stationery and postage.

The House of Sport Operations Team is responsible for ensuring the office spaces on Levels 3 and 4, and shared space on Level 5 are clean, safe, and userfriendly and you will be assisting with this work and the coordination of contractors and service providers.

### What you'll do:

- Coordinate the smooth running of the London Sport office by ensuring our wider team can access and use the office effectively and the consumables are in good supply.
- Ensure our London Sport colleagues have access to the technology assets they need to perform their roles effectively by overseeing the laptop and mobile phone distribution and upgrades as necessary.
- Working as part of a team, ensure that London Sport staff are on-boarded and inducted in our office space and supported to make the most of this.
- Be responsible for staffing the House of Sport facility helpdesk to ensure all building user questions, issues and support requests are resolved in a timely fashion.
- Co-ordinate the on-boarding and off-boarding of House of Sport building users; completing building inductions, arranging access cards, and updating our relevant systems.
- Develop and maintain excellent relationships with the House of Sport Residents, in addition to nurturing all potential customers and sales leads generated via our external channels through to close.

- Support the creation of content for our internal (existing and potential) communications to maximise the success of our engagement opportunities.
- Develop, facilitate and lead House of Sport events; monthly Themed Briefings, training and development opportunities, networking events, monthly inter-house sporting events, and any ad-hoc external events that require support.

**Who you are:**

- Experience of customer service provision, preferably in a Facilities Management environment.
- You are a creative thinker that thrives in an innovative and collaborative environment.
- You have excellent communication skills.
- You are positive, proactive, welcome new challenges and will enjoy seeking new ways to improve our facility and community.
- Ability to demonstrate an understanding of, and commitment to, equality, diversity and inclusion in relation to London.
- Lived experience of day-to-day life in London.

## Your Team

London Sport is a team of people with very different backgrounds, experiences and specialisms.

Meet some of the team you'll be working with:

### **Kimberley Pierce | Head of Operations – House Of Sport**

House of Sport is a dynamic and engaging co-working space which houses charitable organisations who harness the power of sport for social good. I manage the strategic direction and day-to-day operations of the facility which includes managing the budget and creating exciting engagement opportunities for our residents. Outside of work I am part of an Amateur Dramatics Company currently rehearsing for our next show, 'Little Shop of Horrors!'

### **Inderpal Sahota | Finance, People & Governance Officer**

I started at London Sport just over a year ago in my first full time role after university. I have learnt a lot in my first year and have had training opportunities across all aspects of my role such as recruitment, HR and finance. My free time is spent watching and playing football especially following Arsenal. I have recently taken up cycling and have started cycling to work at least once a week.

### **Chris Anderson | Head of Finance, People & Governance**

I oversee a great team who look after finance, HR and governance for London Sport. I've been lucky enough to have worked for London Sport for over 9 years and have filled a number of roles during that time. I've learnt a lot from my time here and continue to learn each day from the amazing London Sport team. When I'm not working I love watching sport, especially the mighty West Ham, and enjoy escaping reality in films and books.

## The Process

Application is by completion of a short online application via our recruitment platform ([Applied](#)).

We are committed to fair and unbiased recruitment and use Applied to remove any unconscious bias from our process. You will be asked to answer a small set of questions that address the job description and person specification.

Candidates who successfully progress from the application stage will be invited to an interview.

### Key Details:

- Full time, fixed term contract until 31 March 2024
- Salary: £25,000
- Offering 28 days' holiday + 8 public holidays + 5 volunteer days
- Pension scheme with 10% employers' contribution
- Life Assurance and Health Cash Plan
- Flexible working: we use a model of 2 plus days in our central London office at House of Sport and working from home, with travel required throughout London
- By applying for the role, you are stating that you are eligible to work in the UK. London Sport is unable to apply for a Certificate of Sponsorship for this role.

### Timeline:

- Deadline for applications: **21 August 2022 @ 23:59**
- Interviews: **W/C 29<sup>th</sup> August 2022**

### To Apply:

- To apply for this role please visit: <https://app.beapplied.com/apply/epghna9pmd>

If you have any questions about the role or London Sport please email [hr@londonsport.org](mailto:hr@londonsport.org).

## **About London Sport**

London Sport is a charity working to ensure more Londoners live happier, healthier lives through sport and physical activity.

Supported by Sport England and the Mayor of London, we collaborate with those who share our vision, running and supporting projects that help children, young people and the least active adults to embed sport and physical activity into their lives.

We focus on supporting those from under-represented and underserved communities who face the most barriers to being active.