

AYRSHIRE360

Job Outline

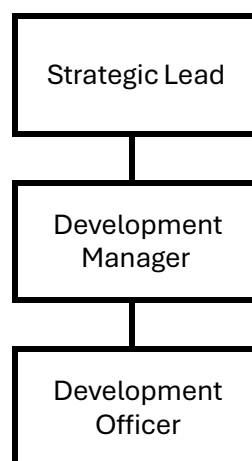
Post:	Development Officer
Service:	Community Activities
Section:	Community Pathways
Grade:	G8

Job Summary:

Contributing to and supporting the development of a relevant leisure or cultural service development portfolio, the Development Officer will ensure the delivery of the highest quality services, supporting change, challenging the status quo and contributing to the design and delivery of innovative, modern and sustainable services. Working within a performance management and continuous improvement framework, the post holder will strive to exceed the expectations of the Ayrshire360 Strategic Vision and Delivery Plan and in doing so, promote and recognise the importance of people in delivering our vision and values;

- **B**eing honest and demonstrating integrity at all times
- **E**ngaging and inclusive with our people, partners and stakeholders
- **S**triving for continuous improvement by being ambitious and aspirational in all that we do
- **T**aking responsibility and being accountable for our organisation and our service delivery

A. SECTION STRUCTURE CHART



B. KEY AREAS OF PERFORMANCE

1. Develop and lead a comprehensive sports coaching pathway that meets the diverse needs of our sporting community.
2. Manage and monitor sporting programmes, ensuring creativity and innovation, best value and continuous improvement is ongoing through regular evaluation and undertaking of needs analysis of each local community.
3. Develop and deliver a programme of high quality sporting events, whilst promoting Ayrshire360 facilities as venues for hosting national, regional and local events and facilitating our partnership events.
4. Develop sustainable pathways that encourages and promotes participation in school based sports that leads to community and club sport, supporting and enabling further opportunities for athlete and club growth.
5. Support the development coaches, volunteers and staff to ensure that they are equipped to deliver high quality programmes.
6. Develop and maintain successful and productive partnerships that will have a positive impact on the service and the community particularly with local providers including;
 - National Governing Bodies
 - Local Sports Club and Groups
 - East Ayrshire Council
 - Sportscotland
7. Actively promote, and communicate, the vision, mission and values of Ayrshire360, encouraging positive engagement.
8. Co-ordinate change arising from current and future service delivery re-alignments ensuring a proactive approach in the development of new working arrangements with partners and employees across Ayrshire360.
9. Act as an ambassador for Ayrshire360, working collaboratively with all key partners and stakeholders developing and maintaining close working relationships, and at all times demonstrating honesty and integrity.
10. Support the development of policy and take the lead on relevant policy where appropriate.
11. Support innovation and creativity in all partnership working, in order to identify, develop and deliver projects that enhance all development programmes.
12. Work collaboratively with all service areas, and with all partners, stakeholders and communities to engender a more cohesive and corporate approach to joint working.
13. Maintain an up to date knowledge of current developments and trends ensuring that the service aspires to be at the cutting edge.
14. Ensure day to day responsibility for the management and supervision of venues and/or assets, providing the highest standards of care, conservation and security through the delegation of specific responsibilities to specialist teams in order to protect against theft, loss or damage.
15. Support a culture of collaborative leadership across all activities promoting a positive, outward facing, high-performing, customer-focused service delivery.
16. Co-ordinate opportunities for innovative delivery of all activities including a modern and agile approach to working.

17. Work within a best value context, supporting continuous improvement of service delivery and ensuring that the vision, mission and Corporate Delivery Plan expectations are exceeded.
18. Assume day to day responsibility for the management and support of programmes and activities including the co-ordination of projects, initiatives and commercial services, ensuring that facilities are fully utilised, cost-effective and customers are fully engaged, in accordance with the Ayrshire360's Strategic Vision and Delivery Plans.
19. Exemplify, at all times, the culture of the organisation, by demonstrating our B.E.S.T. values.
20. Implement a positive ethos through the effective development and involvement of our people, and ensure that they are appropriately empowered, trained, valued and supported.
21. Lead, develop and manage our people in accordance with Ayrshire360's policies, setting and achieving clear aims and objectives to ensure that Service Delivery Plans meet pre-determined performance targets and outputs.
22. Support the implementation and effective reporting of qualitative and quantitative performance indicators including national statutory requirements.
23. Review and analyse statistical information, making recommendations on improvement as agreed with the Strategic Lead.
24. Co-ordinate the development and monitoring of specific service action plans ensuring that all resources are prioritised in support of service delivery and priority outcomes as agreed with the Strategic Lead.
25. Prepare applications for external funding and provide advice and guidance to colleagues and partners on the identification and development of income streams to support programme and service development.
26. Plan and procure supplies and services in order to support the implementation of Service Delivery Plans.
27. Adopt the principles of project management to support the implementation of Service Delivery Plans.
28. Work collaboratively across the organisation identifying creative business opportunities in order to enhance service delivery.
29. Drive forward Ayrshire360's commitment to environmental best practice and use resources as efficiently and effectively as possible in the operation of our business.
30. Explore new opportunities to promote sustainability through the implementation of the Corporate Delivery Plan.

C. ACCOUNTABILITIES

31. Promote the health and safety of employees at work and of service users undertaking and implementing appropriate risk assessments and ensuring compliance with Ayrshire360's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
32. Ensure all activities for which the post holder is responsible are delivered in accordance with Ayrshire360's Equality and Diversity Policies and the statutory, general and specific Equality Duties.
33. Ensure that the Ayrshire360's Customer Service and Customer Charter is followed in all dealings with the people we serve.

34. Adhere to Ayrshire360's policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
35. Implement and participate in Ayrshire360's Reviewing B.E.S.T. Practice process annually with all team members in accordance with Ayrshire360's procedures.
36. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with Ayrshire360's policies and procedures.
37. Support the Strategic Lead in the effective management and monitoring of service budgets in accordance with Ayrshire360's Financial Regulations to ensure the most cost effective delivery of services.
38. Advise the Strategic Lead, colleagues and customers on relevant service policy, preparing reports, briefing papers and statistical information and attending meetings as required.
39. Exercise initiative and discretion within the overall strategic framework of Ayrshire360 to support the implementation of delivery planning priorities.
40. Represent Ayrshire360 at appropriate external events and meetings in accordance with the remit and status of the post.
41. Attend and report to appropriate team meetings and working groups as defined by the Strategic Lead.
42. Contribute to the effective development and maintenance of administrative, management information and financial systems.
43. Ensure that management information and administrative systems across Ayrshire360 services meet the statutory requirements for performance standards set out by national governing bodies and the Data Protection Act.

This outline is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the grade.

Designation: Development Officer	Post No:
Service: Community Activities	Section: Community Pathways

Attributes:	Essential Criteria	Desirable
Qualifications	SVQ Level 4 in a relevant discipline or relevant demonstrable experience.	
Knowledge & Skills	- Knowledge of Health and Safety relevant to the remit of the post and associated environment. - Ability to co-ordinate and supervise employee's work, sometimes across multiple locations. - Ability to complete tasks within a context of competing demands. - Ability to build good working relationships at all levels.	- Working knowledge of the services provided by Ayrshire360 - Knowledge of project management methodology

	• Effective planning and organisational skills. • Effective interpersonal and communication skills. • Ability to write effective workplace reports. • Ability to recognise and demonstrate good customer service skills • Demonstrate current continuous professional development	
Experience	• Experience of delivering high quality leisure services • Developed and implemented risk assessments • Engaged with and sustained effective working relationships with a range of stakeholders • Contributed to the development and planning of services • Reported on employee performance, absence management and completed personal development plans • Utilised management information systems • Assisting with the procurement of services including the drafting of specification documents • Assisted in collating, analysing and reporting performance or statistical information • Assisted in management of revenue and capital budgets • Assisted with the drafting of funding applications • Working in a fast paced customer/visitor focused environment • Experience in the use of Microsoft Office packages • Experience in applying innovative and creative thinking in the development of programmes and projects	• Delivered staff training sessions • Contributed to the drafting of reports, policies and strategies

VALUES:	VALUE STATEMENTS
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Honesty & Integrity	Being honest and demonstrating integrity at all times
Engaging & Inclusive	Engaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	Striving for continuous improvement by being ambitious and inspirational in all that we do
Responsible & Accountable	Taking responsibility and being accountable for our organisation and our service delivery