

JOB DESCRIPTION

Job Title:	Student Activities Administrator (Sports)
Department:	Student Activities
Reports To:	Student Activities Coordinator (Sports)
Location:	Mandela Student Centre, Canterbury Campus
Hours:	Zero hours contract – maximum 12 hours per week

Our Values:

Bold: We are brave and courageous; we stand up for students' rights. We are innovative, and we challenge the status quo

Inclusive: We welcome all people and appreciate uniqueness; we are champions of equality and diversity

Supportive: We look out for people; we want students to succeed in life so we offer transformative experiences for them to get involved in

Purpose of Role:

This is an exciting opportunity for a current student to support and empower Kent Students' Union's student-led sports groups. As the post holder you will work with the Student Activities Coordinator (Sport) overseeing BUCS competitions, transports and expenses, as well as providing administrative and event support.

You'll play a key role in helping students make the most of their time in sport at Kent.

Main Duties and Responsibilities:

- Provide excellent customer service and create a welcoming and comfortable environment for students with a proactive and solution focused attitude towards resolving issues
- Go above and beyond to exceed students' expectations whenever possible, actively engaging with sports group members to understand and support their needs
- Respond promptly to inquiries via phone, email and in-person, offering accurate information and signposting to relevant services where necessary
- Be knowledgeable about events/activities currently happening at the Union/University to confidently answer queries and promote involvement
- Handle concerns or complaints from students and provide appropriate solutions or escalate when necessary, ensuring timely and effective resolutions
- Provide general administrative support for the Student Activities Department, particularly in relation to sports groups, including assisting with database management and financial processing (e.g. expense claims)
- Support delivery of sports-related events and competitions throughout the academic year, including Welcome Fair, Varsity, and Team Kent Awards

Expected Behaviours:

- Act in a polite, courteous, and helpful manner with all students and staff, ensuring satisfaction with the service provided
- Act as an ambassador for Kent Students' Union, always upholding the Union's constitution, policies and procedures
- Lead by example and demonstrate a strong understanding of the Union's democratic structures

- Attend relevant training sessions and meetings when required
- Maintain a clean and tidy appearance while at work, wearing the provided uniform if required
- Uphold the highest standard of integrity and confidentiality
- Observe punctuality and reliability at all times
- Maintain open communication with line managers, keeping them informed of availability and raising any issues promptly

Person Specification

Criteria	Essential	Desirable
<i>Educational Qualifications & Training</i>		
A current University of Kent student, enrolled for the 2025/26 academic year	✓	
Proficient in written and numerical skills	✓	
<i>Experience</i>		
Experience working independently and as part of a team	✓	
Experience working or volunteering in a busy, customer-facing role	✓	
Proven ability to work with diverse stakeholders and build successful partnerships		✓
Experience on a committee of a society or sports group		✓
<i>Knowledge</i>		
General understanding of Kent Students' Union, as well as an interest and enthusiasm for what Kent Students' Union do		✓
Knowledge of administrative processes or keen to learn them	✓	
Awareness of challenges and opportunities facing sports groups		✓
Understanding of BUCS or student sport structures		✓
<i>Skills & Ability</i>		
Strong IT skills (Microsoft Office, spreadsheets, databases)	✓	
Excellent organisation skills, time management and attention to detail	✓	
Clear and confident communication and customer service skills	✓	
Ability to handle competing priorities in a busy environment	✓	
<i>Values, Attitudes & Personal Style</i>		
Commitment to personal and professional development	✓	
Respect for equality, diversity and inclusion	✓	
Friendly, approachable and professional attitude with a strong sense of pride in work	✓	
Strong commitment to working in a democratic and student-led environment	✓	