

JOB DESCRIPTION: Marshals Development Officer

Department	Education & Training
Location	Motorsport UK House, Colnbrook
Hours of Work	Full time, 9AM – 5:30PM, with flexibility required
Manager	Officials Pathway Manager
Grade	B
Direct Reports	0

Background:

Do you want to help deliver a bold new vision for UK motorsport? An exciting new opportunity has arisen for a Marshals Development Officer to join the National Governing Body, Motorsport UK.

Motorsport UK represents over 45,000 competitors and volunteers and over 720 clubs at the heart of motorsport. Now, under the leadership of the Chairman David Richards CBE, we are investing in an exciting period of change to drive growth and create a sustainable future for motorsport in the UK.

Role Purpose:

Create an environment within which Marshals are supported and valued both when they join as a Motorsport UK volunteer and throughout their time within the sport.

Responsibilities:

The Marshals Officer will:

1. Provide excellent customer service to all Motorsport UK stakeholders and be the first point of contact for all Marshals and provide clear routes into the sport for new volunteers
2. Develop and implement effective strategies to recruit, retain and recognise Motorsport UK marshals
3. Manage the Motorsport UK Marshals grading scheme and ensure its content is fit for purpose across all disciplines
4. Carry out on-going research into volunteer motivators, current demographics and trends plus ensure up to date statistics are available as required
5. Work with the membership services team to ensure the database is providing the information required and use this information to monitor and evaluate activities and write reports for the Officials Pathway Manager and Senior Management Team
6. Research and draft marshals' policies and procedures in conjunction with other members of the team especially the Safeguarding and Compliance Officer
7. Ensure that the welfare of our volunteers is considered at all levels within the sport.
8. Working with the Sports Promotion team, design formal and/or informal methods of recognising our volunteers and organise profile raising events to attract new volunteers
9. Create regular communications with our volunteers in order to ensure they feel valued and a part of the whole sport

Skills, Ability and Knowledge:

- Strong communication skills – written and verbal
- Excellent interpersonal skills and the ability to deal with a diverse range of people
- Strong analytical and planning skills
- Ability to multi-task and work under pressure in this fast-paced environment
- Excellent organisational, time management skills and the ability to seize opportunities and think creatively
- A strong work ethic and a flexible non-judgmental approach to people
- Strong computer skills and proficiency in Microsoft products particularly Outlook, Word, PowerPoint and Excel.
- Highly desirable to possess knowledge of UK motorsport, in particular grass-roots motorsport.
- Attention to detail and a good understanding of the volunteer roles within the sport. You will ideally have spent time working in a volunteer capacity within UK sport.
- The ability to work effectively as part of a team is vital as is the ability to take the initiative when the need arises.
- The awareness to maintain the strictly confidential nature of some of the work.

Qualifications

Ideally (as a minimum) you will have a college degree in management, business studies, volunteer management, social or humanity sciences or another relevant field.

Terms:

Working hours are typically 37.5 hours a week, however the workload may be significant, and we require commitment and flexibility in order to achieve our company objectives, usually with some flexibility around start and finish times. You will likely have to work extra hours when deadlines are approaching, including working late to get a job finished to everyone's satisfaction.

While most of the role is office based, you may be required to attend external meetings (driving licence required). Our sport happens at weekends and you must be fully committed to travel to several events and support as required.

Please submit your application by email to hr@motorsportuk.org including a current CV.

Closing date: 30 September 2019