

JOB DESCRIPTION

Job Title:	Activities & Coaching Operations Co-ordinator
Reports to:	Head of Coaching and Equine
Based at:	RDA National Office (Lowlands Equestrian Centre, Warwickshire)
Hours:	Part Time (30 hours per week)
Contract Type:	Permanent
Salary:	£22,459 (Full time equivalent £27,700)

Role Purpose

To support the coordination, development, and effective delivery of RDA participants' activities, ensuring objectives are achieved in line with the charity's strategic priorities. The postholder will provide coordination, administrative and compliance support, contributing to the safe, consistent and effective delivery of participant activities and associated coaching processes. RDA activities include riding, carriage driving, vaulting and other specialist or emerging activities that support participant development, achievement and wellbeing.

Specific Responsibilities

Activities Support & Coordination

- Assist with the coordination of specialist activities including carriage driving, vaulting and other developing activity areas.
- Act as a first point of response for activity-related enquiries from RDA Groups, volunteers and coaches.
- Develop, maintain and review activity related guidance, resources, forms and information.
- Support activity advisory groups and associated projects, including meeting administration, actions and follow-up as required.
- Provide operational and administrative support to the wider Coaching and Equine Team to facilitate effective service delivery

Activity Compliance & Coaching Support

- Support the implementation and communication of activity standards, guidance, and recommendations.
- Support the collection and maintenance of information relating to activity-specific concerns, actions and follow-up requirements.
- Support with quality assurance and information gathering processes relating to activities and coaching.
- Provide support and assistance with coaching administration, including training and assessment, coaching pathway and the maintenance of forms, guidance and resources.

Team Administration & Operational Support

- Planning and facilitation of internal and external meetings, including agenda distribution, minute taking and follow-up actions as required.
- Processing and recording of paperwork relating to activities and coaching.

- Assist with the development, maintenance and continuous improvement of online resources, learning materials and information, working closely with colleagues to ensure content remains accurate, accessible and up to date.
- Support budget administration, including processing relevant expenses and monitoring expenditure as required.
- Assist with event administration and the delivery of activities, training and other departmental events.
- Support colleagues with projects and initiatives across the Coaching and Equine team as required.

Stakeholder Support

- Provision of advice and guidance to volunteers, coaches and member groups in relation to activities and associated processes.
- Build and maintain positive working relationships with activity volunteers, coaches, advisory groups and relevant external stakeholders.
- Gather feedback from activity volunteers, coaches, member groups and the wider RDA network, identifying recurring themes, opportunities and concerns, escalating issues where appropriate, and providing insight to support the Head of Coaching and Equine and wider team.
- Support effective communication of activity and coaching information across the RDA network.

General

- Undertake such other duties as the line manager shall from time to time determine.
- Demonstrate the values and cultural aspirations of RDA in all work.
- Ensure due consideration is always given to our charitable aims and objectives and that this is demonstrated in all activities.
- Attend and support the National Championships and other key events as required, including planning and preparation activities in advance of events and operational support during delivery.

Person Specification

Essential

- Experience of coordinating activities, events, training, projects or programmes, with the ability to prioritise competing demands.
- Excellent organisational and administrative skills, with accuracy and attention to detail.
- Excellent verbal and written communication skills with experience of providing advice, guidance or customer support in a professional environment
- Ability to build and maintain effective working relationships with colleagues, volunteers and stakeholders.
- Understanding of, and ability to work effectively within, a volunteer-led environment.
- Empathy with the aims and values of RDA.
- Ability to use initiative, work independently and contribute effectively as part of a team.
- Working understanding of inclusion, equality, safeguarding and relevant good practice.
- Good digital literacy, including experience of Microsoft Office and other digital systems.

Desirable

- Knowledge or experience of equestrian sport, coaching or equine-related environments.
- Knowledge or experience of RDA and its activities.
- Understanding of carriage driving and its operational requirements.
- Experience of working within a charity or membership organisation.
- Experience of compliance, quality assurance or operational processes