

## **League Operations Coordinator - London**

### **Overview**

Try Tag Rugby puts community and passion at the forefront of its customer experience as the UK's leading Tag Rugby organisation. We provide people across the country with the opportunity to engage in one of the most exciting, mixed-gender, mixed-ability sports. After more than a decade running leagues in London, we are looking for someone with a love of sport, who is well organised and has strong communication skills to join our London team.

### **The Organisation**

Formed in August 2009 to service the demand for adult Tag Rugby throughout the UK, and now with 800 teams playing UK wide, we have backing from a National Governing Body and the International Tag Federation.

Our five core principles are:

#### 1) Professionalism

We are professional in our training, organisation, and delivery

#### 2) Community

We help people meet others and create a friendly, inclusive and welcoming community

#### 3) Pride & Passion

We are passionate about the sport, have pride in our community and our people

#### 4) Wellbeing

We strive to provide a community where our players and staff are happy, healthy and motivated to perform

#### 5) Development

We strive to develop all aspects of the sport and our people; our players, our referees and our staff

### **The Opportunity – League Operations Coordinator**

An opportunity has come up for a full-time predominantly office-based (with working from home flexibility) League Operations Coordinator in our London office.

London League Operations Coordinator responsibilities include:

- Assist Competitions Manager with aspects of their role relating to league operations
- Ensure timely appointment of Venue Supervisors across London leagues

- Work with Competitions Manager to interview prospective Venue Supervisors and assist in the appointment of Venue Supervisors for upcoming seasons
- Assist with the training and assessment of Venue Supervisors
- Find and appoint cover when required for staff absence
- Cover London leagues as a Venue Supervisor where no suitable alternative is available
- Become a competent Tag Rugby referee
- Track the completion of duty reports and contact Venue Supervisors who have not submitted them
- Monitor emerging trends appearing in duty reports
- Liaise between Competitions Manager and Venue Supervisors to ensure consistent standards across all leagues
- Handle custom service and deal with customer feedback
- Order necessary kit and equipment for Venue Supervisors and send it out to staff when required
- Maintain a tidy and organised Venue Supervisor stockroom
- Assist with shop orders and deliveries at busy times
- Work on the preparation of Try Tag Rugby tournaments & events & work at them.
- Assist with planning for tournaments & events by researching for and booking in suppliers
- Assist with tournament & event customer service
- Lead on smaller tournaments & events
- Organise collections from Try Tag Rugby storage for the shop and ahead of tournaments

### **About you**

This position would suit someone with a strong interest in sport, particularly around league & event management.

The ideal person will be/have:

- Extremely organised and proactive with an efficient work ethic
- Good problem solving skills
- Good people skills, with strong written & oral communications skills
- Excellent customer service skills and an ability to handle large amounts of admin in a fast-paced environment
- Strong attention to detail
- Confidence using IT systems and ability to quickly learn internal systems such as Spawtz league management
- An ability to hit commercial targets
- An understanding of the Social Sports sector
- Principles which align with the company

## **We would like you to have:**

- Some experience managing staff & dealing with rotas
- A knowledge of Tag Rugby or similar sports
- A strong interest in & passion for sport
- Degree qualified (not essential)

## **Where will you work?**

Our office is based at London Southbank University in SE1, a short walk from Elephant & Castle and Southwark stations. It's a vibrant inner London neighbourhood with cafes, restaurants, pubs & good transport links nearby.

You will be expected to work from the office at a minimum of 3 days per week.

## **What are the hours?**

Minimum 35 hours per week. Core hours 10.30-6.30pm.

## **Role specific expectations**

- To be on-call until evening leagues kick-off should late cover of leagues be required
- To expect to work an average of one evening league every two weeks
- To be available to work an average of one Saturday every month
- To utilise flexible working hours following evening/weekend shifts to maintain a 35 hour working week

## **Terms**

£24000-26000 & reasonable expenses. An annual bonus may be paid based on your performance and that of the company. Over-time is available when covering leagues as a cover Venue Supervisor. Paid refereeing opportunities outside of core hours are also available. We also offer a number of employee benefits such as free entry into our leagues & events when not working.

Try Tag Rugby has offices in London and Yorkshire, and operates in Bristol, Coventry & Warwickshire, Manchester, the Thames Valley & Wigan. We have exciting plans to launch many more licenses throughout the UK within the next five years. Career progression and licensing opportunities are available for those who excel in the role. For more information on Try Tag Rugby please visit our website:  
[www.trytagrugby.com](http://www.trytagrugby.com)

## **Applications**

Applications to:

Will Shepherd [willshepherd@trytagrugby.com](mailto:willshepherd@trytagrugby.com).

Please include a CV and cover letter. Closes 9am, January 10<sup>th</sup>. Interviews will be held shortly after.