

Milton Keynes Ice Hockey Club

Role Profile - Engagement & Education Coordinator

Role Details:

Job title:	Engagement & Education Coordinator
Location:	Milton Keynes
Reporting to:	Lewis Clifford (Head Coach)

Purpose of role:

Reporting to the Head Coach, the Engagement & Education Coordinator will play a key role in promoting the Club's engagement activities with schools and community groups across the MK region.

Responsibilities of role:

The responsibilities of the role will include (but not be limited to):

- Acting as the main point of contact for all Engagement programme queries in a responsive and proactive manner
- Working with the Head Coach to design the Club's Engagement programme to schools and community groups
- Researching and promoting the Engagement programme to schools and community groups across the Milton Keynes area
- Working with the Marketing team and the Head Coach to develop appropriate marketing material for the Engagement programme
- Establishing and developing continuous partnerships with schools and community groups

- Providing accurate and regular reports to senior management on key programme performance, including revenue generation and take-up rates
- Liaising with the Marketing team to ensure the Engagement programme is promoted proactively via the website and social media
- Liaising with the Head Coach to coordinate player involvement in the Engagement programme
- Working with the Marketing Coordinator to diarise the attendance of the MKL mascot 'Pucky' at any appropriate events
- Liaising with the Front of House Coordinator to ensure tickets are allocated correctly and ready for collection on match night
- Collating post-match feedback from attendees where appropriate to identify areas of improvement
- Assisting colleagues and third parties to promote and operate a healthy, safe and secure working environment in line with appropriate policies and procedures
- Working with colleagues and third parties to ensure that the MKL brand is protected and managed appropriately at all times
- Actively promoting an equal, diverse and inclusive working environment for all colleagues

Experience and background:

The role holder will be expected to demonstrate:

- Previous experience in a schools or community engagement role, ideally within a sporting environment preferred
- Access to an established network of contacts within schools and community groups around the Milton Keynes area
- Demonstrable experience of partner engagement and development
- Experience of working to multiple deadlines with the ability to prioritise
- Excellent diary management skills
- MS Office experience, including Word, Excel and PowerPoint
- Excellent communication skills (both written and verbal)