

January 2021- December 2022 CS&PF Office Role Specification

Summary of Duties

- Swim applications processing: invite emails, processing of Pilots swim lists, swimmer's registrations, processing memberships, assessment swims, medicals and payments
- Monitoring of swims from observer reports and recording of swim attempts
- Processing of observer reports: Receiving scanned observer reports from the OL, basic data checks, uploading to the CS&PF database, data entry
- Routine payments (observer payments and swim refunds) by bank transfer
- Ratifications administration: Inviting Committee members, and committee selected members, to ratify reports and monitoring ratification
- Certificates: Printing, preparation and/or posting as required
- Maintenance of swims, swimmers and payments data via the CS&PF online system
- Answering or referring e-mails and inquiries sent to the CS&PF office
- The definition of the office duties and office parameters are covered in detail by other CS&PF documentation which will be provided on request

Office setup

- Reporting to the CS&PF Secretary and liaising with Treasurer
- Working via email (office@cspf.co.uk) as a principal means of communication
- Supply office phone numbers for addition to CS&PF paperwork and website
- Supply address for receiving post. (PO Box could be an option under negotiation)
- Internet connection capable of video conferencing, sending and receiving e-mails and uploading large files
- General office equipment: Computers, printers, scanner, secure storage space for files and equipment etc.
- Standard office software suite: MS Office or equivalent, including any programme required for working with the CS&PF online and registration system, PDF reader, online video conferencing, modern internet browser etc.

General Service Requirements

- Working knowledge reference General office parameters, Channel swimming, CS&PF Rules, CS&PF forms, Observer Manual and Ratification Guide
- Office working week defined as 9am – 5pm Monday – Friday excluding UK holidays
- During the swim season a degree of flexibility in working hours is expected
- Responds to all incoming communications within 5 working days
- Processes swim reports within 15 working days from receiving reports
- Processing observer payments within 15 working days from receiving full reports

- Certificates for ratified swims to be sent in monthly batches within 1 month from the end of the month in which ratification has been completed, and swimmer approval of draft certificate is received
- Backup plans in place in case of absence or illness

Average expected season admin numbers

- 200 registered swims, approximately half-half split between solos and relays
- 180 official swims (observer reports)
- 120 successes requiring certificates
- 50 Observer Certificates
- 100 soloists, 80 Relay teams (450 to 500 relays swim certificates)
- 500 membership registrations

General Duties

- Maintenance of swimmers, swims and payments data on the CS&PF administration system
- Prepare bank transfer payments for specified transactions including observers after reports are received, and Observer Liaison Officer
- Checking overall data validity (managing duplicate entries, logging and correcting email addresses etc)
- Answering received routine email and web inquiries reference office formalities
- Forward received e-mails requiring the Secretary's, and or other CS&PF officers' attention

Pre-Season Duties

- Receiving email lists from pilots in December/January – approximately 100 solos and 100 relays
- Sending application invitation emails to all soloists/relays; dealing with enquiries / incorrect/ returned emails
- Processing incoming applications – all swimmers will be instructed to do so by email only i.e. little or no paper involved:
 - Creating people/members on the system (approximately 500 people per year)
 - Creating and numbering swims on the system
 - Checking spelling of swimmer and relay names as confirmed
 - Extracting and recording soloists and relay captain addresses
 - Checking application validity (signatures, U18s, U16s etc)
 - Uploading medicals and assessment swims to the CS&PF administration system, and correlating forms which come separately. Checking for signatures
 - Checking and recording of swim payments against system entries

- PayPal payments recorded by emails
 - Direct payments to CS&PF from bank account
- Sorting out and sending warnings about incorrect entries
- Sending reminders to applicants close to form deadlines, passing problematic entries to CS&PF Secretary and their pilot.
- Requesting and processing pilot and Managing Agent escort boat paperwork for CS&PF recognition process
- Collecting copies of escort boat commercial certification and registration.
- Keeping records up to date
- Checking overall data validity (duplicates etc)

Season Duties

- Recording attempted swims in the CS&PF administration system from scanned observer reports received from observer liaison officer
- Receiving observer expenses claim forms and correlating the information received
- Check each report for: Content, swimmer names, observer signatures and swim times
- Recording attempted and completed swims in the CS&PF administration system from observer reports (official records system).
- Arranging observer expenses payments
- Managing ratification process: sending ratification invites and reminders if not ratified within 30 days
- For ratified swims, printing and posting certificates (only successes – approximately 120 letters) arrange delivery for signing
- Sending copies of observer reports for unsuccessful swims when requested
- Processing late swims if possible within reasonable (7 days) time limits
- Information changes/repeats/rollovers/ change of relay personnel etc.

Post Season Duties

- Printing Observer certificates and posting (40-50 letters) and arrange the signing
- Re-issuing any requested certificate replacements
- Contact all pilots, confirm abandoned swims. Liaise with Treasurer for refunds of abandoned swims to be paid by the Treasurer, at the end of season prior to 1st November in each calendar year

Observer Report Processing – Details

- Receive observer reports by email from the Observer Liaison Officer
 - Check reports for Content: Initial receipt and checks to be completed by Observer Liaison Officer
 - Each report should contain
 - Cover sheet(s)
 - Feed log for solos, Relay swimmers log for relays
 - Pilot's log
 - Narrative or log of the day's events
 - Observer expense form
 - Swimmers: Check the swimmers registered on the system are the ones listed in the report
 - Check spelling of swimmer names and/or relay name; correct if required
 - Check that reported start, finish and swim times match the various sources
 - Check observer name and signature
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- Refer to CS&PF Ratification Guide:
 - "Issues requiring no further action" – can proceed with ratification invites
 - "Issues reportable to the OL" – can proceed with ratification invites but inform OL
 - "Potential ratification issues" – do not issue ratification invites or pay the Observer. Inform OL about the issue
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- Exclude any pages "for CS&PF only" and/or Observer Expenses Form and upload them separately to "CS&PF Pages from Observer Report"; Inform OL if there are any "for CS&PF only" pages.
 - Complete "Swim Details" section on the CS&PF Admin system with the swim details including start, finish and swim times.
 - Upload the report to the Swim Details. Pages must be in the order they are meant to be read.
 - Upload Observer Expenses form
 - Send ratification invites to two members of the CS&PF Committee from the system. Manage number of invites according to figures supplied before the season
 - Prepare Observer expense payments

Certificate Preparation - Details

- Check that the swim has been ratified by two members of the Committee
- Check the spelling of all names and/or relay team if necessary; check the swim order for relays
- When the report has been ratified, send a pre-set certificate proofing email to soloist/relay team captain for approval within 30 days
- When the confirmation is received – or after 30 days, whichever is the earlier, proceed with certificate printing
- Print required number of certificates for soloists/relays
- Prepare a hard-backed addressed envelope
- One of two following options to be decided by the Committee:
 - Put together with Secretary's letter and post to swimmer/relay captain

Or

 - Post to a designated CS&PF Officer for signing with a return self-addressed envelope; then post individual letters upon return of signed certificates
- Record outgoing certificates sent. Ensure every swim receives their certificates in a timely manner, and no later than 31st December of that swim year

CS&PF Support

Technical support and training for managing the CS&PF administration system and accounting system will be provided if required

The successful applicant must be able to carry out the role with minimal intervention from the CS&PF and its Committee members, and be able to respond to straightforward questions from swimmers, pilots and observers. Any issues or questions that require a CS&PF decision should be referred to the CS&PF Secretary or other appropriate officer/Committee member

Service Flexibility

The CS&PF may require additional services by optional agreement. If any additional duties are requested, they are to be subject to a separate negotiated agreement and contract with any associated additional payments

Office Candidates' Proposals and Selection Criteria

- General
 - Bidders' legal entities must be via businesses registered with HMRC for tax purposes and will be offered any contract on an outsourcing basis
 - Bidders are invited to submit an annual cost for the performing above named tasks for a period January 2021 – December 2022. The proposal should include costs of running the office, office equipment, phone, internet and internal printing costs
 - The CS&PF Committee shall be entitled, after consultation, to deem that the service provider has failed to meet the criteria laid out in this document and terminate the agreement.
 - The CS&PF shall be entitled, after consultation, to terminate the contract in the event of force majeure / unforeseen circumstances
 - The CS&PF agree this specification is for a two year period
 - The CS&PF Committee may, at its sole discretion, offer the service provider an extension of one year or two years. The service provider may be offered up to a maximum of two years of extension. Should the service provider accept the offer of an extension they may apply indexation up to the RPI in force at the point of the offer of extension. If there are changes in the office job specification and description, then the extension will be subject to agreement of new negotiated terms
 - The CS&PF will pay separately for:
 - All postage expenses
 - Specialised stationery (membership cards, certificate templates, hard-back envelopes)
 - Any required specialised licensed software
 - Travel costs for official CS&PF duties
 - PO Box if requested and agreed
 - Any other expenses not included in the Office job specifications but required for performing the CS&PF duties

Required Skills and Service Parameters

- Proven administrative experience
- IT literate and can access and operate a web-based system

Desirable Skills and Service Parameters

- Previous experience of administration
- Good attention to detail
- Good communication skills
- Continuous improvement mindset
- Ability to extend after negotiation any reasonable increase range of services requested by the CS&PF, both by volume and type