

# Insight Officer

May 2021

Sported  
Job Information Pack



# Note from our CEO

Thank you for expressing an interest in this important and exciting role.

It has never been a harder time to be a young person growing up in the UK. One in four children live in poverty; recorded knife crime has more than doubled in the past 5 years, 80% of young people note their mental health has worsened in recent months and youth unemployment is at an all-time high. With youth provision reduced by over 40% since 2015, an already challenging future has been exacerbated by Covid-19 which has disproportionately affected the most disadvantaged and widened inequalities.

Amidst the gloom, thousands of community sports groups operate, not to create the next sporting superstar but to remove barriers from young people's lives to allow them to thrive against the odds. We are the UK's largest network of community sports groups and we exist to provide our groups with the skills and funding needed so they can become sustainable and deliver their services to those most in need.

If successful, you'll be joining a remarkable Sported team of 40 people with backgrounds and specialisms ranging from social/youth work and business development to sport development and econometrics. The delivery team are local to their members and reside across the UK. We also have a central office in Borough, London.

Even more capacity is provided by our skilled, knowledgeable and passionate volunteers, who now number more than 300, and who work with the leaders of our member groups – most of them also volunteers – to build the effectiveness and sustainability of their organisations, so that they can do what they do best: positively influence and change the lives of young people.

For more information about Sported; our services and our impact, please see [www.sported.org.uk](http://www.sported.org.uk)

Whether or not you apply for this role, and whether you are successful or not, I'm grateful to you for considering bringing your skills and energy to Sported and our wonderful members.

Yours faithfully,



Nicola Walker  
Sported CEO



# Sported staff benefits

Volunteer Days – **two additional days of paid leave each year to volunteer** for another charity or indeed our Sported members

**Personal growth is a key component to the success of our organisation, at Sported we invest in learning and development opportunities**

Up to **five days paid study leave** for self-funded education / training

**At Sported, the wellbeing of our staff is paramount, we are proud to offer benefits to promote a happy and healthy team**

**Flexible working arrangements**, including working from home and flexibility around caring responsibilities

**A confidential counselling service** is available to all employees free of charge

**Annual leave entitlement of 25 days**, in addition to public holidays (pro-rata for part-time colleagues)

Access to a **Pension Scheme** to give you peace of mind

Virtual **Diversity & Inclusion 'Open Space'** every fortnight where the team support each other and educate on issues such as racism

A Sported **'Culture Club'** made up of six members of staff, who come together to discuss Sported staff culture, issues and promote innovation

**Cycle to Work Scheme** available to support our commitment to promoting healthy living

Discounted offer for a **12-month Tastecard+ membership** for £29.99 (RRP £79.99), giving you access to an array of discounts across food, shopping and entertainment.

**Daily Exercise is actively encouraged at Sported**, including 'run club' and other activities for those based in local teams.

'Learning Lunch', a timetable of **in-house virtual training sessions** where staff learn from each other on a variety of subjects related to our work



# Our 'Live by' Values

Demonstrate  
**integrity**

We **lead** by example

We are honest, open and  
**trustworthy**

We are **diligent** and  
committed

We are willing to **challenge**  
and be challenged

Commit to  
**inclusion**

We are positive, **supportive**,  
and approachable

We **value** an inclusive  
culture

We demonstrate respect  
and **equality** for all

Be  
**people**  
led

We are led by the **needs**  
of our network and  
volunteers

We invite feedback and  
**respond** quickly

We **collaborate** and  
support our colleagues

Drive  
**change**

We are **innovative** and  
make things happen

We strive for **continuous**  
**improvement** professionally  
and personally

We make a significant  
**impact** to communities and  
young people



# **Role overview and responsibilities**

# Role overview

This is an **exciting time to join Sported** as our Insight Officer, you'd be **part of** an organisation **delivering vital services for community groups and young people** – knowing that our support is a **genuine lifeline** for small grassroots groups and the young people they support.

As Insight Officer, you will **lead on technical research** to **generate new insight** that drives our services and strategy. In addition to this, you will **coordinate Sported's monitoring, evaluation, and learning** across the organisation.

You will be joining **a diverse team of exceptional people** from across the UK, all with an **enviable purpose and drive** to deliver the **best service to our network** of groups, volunteers and partners.

Job title:	<b>Insight Officer</b>
Reporting into:	<b>Insight &amp; Strategy Manager</b>
Hours:	<b>37.5 hours</b> (Full-time)
Contract:	<b>Permanent</b>
Salary:	<b>Up to £30,000</b> (depending on experience)
Location:	<b>London</b> (Borough) <b>or Flexible location</b>
Annual Leave:	<b>25 days in addition to statutory bank holidays</b>

## Internal relationships:

- Insight & Strategy Manager
- Insight Officer
- Services & Benefits Manager
- Head of Network Services
- Project Managers
- Deputy CEO

## External relationships:

- Sported members
- Sported volunteers
- Sported partner agencies

# Role responsibilities

## Research

- Design and deliver **new research projects using mixed-method approaches** that explore topics or issues affecting our community groups and/or the young people they support
- **Author at least one research report or thought leadership piece** per quarter related to one of our strategic objectives

## Data Management

- **Manage internal insight** (e.g. manipulation of data, production of key stats, maps and infographics)
- Draw **data from Sported's database** as requested by operational and fundraising functions
- Conduct **regular quality checking and assurance** of routinely collected data to ensure the integrity of the Sported database
- Manage **periodic data cleansing** in line with Network Services processes

## Monitoring, Evaluation and Learning

- Support Network Services team to **monitor and evaluate our services and benefits**
- Support Project Managers to **develop a Project Measurement Framework** (MEL plan) for new projects, **oversee MEL activity** across all projects, and **support Project Managers** with **analysis and reporting** where necessary
- Ensure the **relevance and accuracy of Sported's Capacity Measurement Tool**, and manage any development work as appropriate
- Create and **manage generic Sported case studies**, showcasing Sported's work and the work of our members
- Support with **monitoring and reporting on Sported's KPIs**, and oversee the Measurement Framework for the organisation
- **Produce an annual Impact Report** for the organisation
- Be an **active member of evaluation or impact working groups** within the sector
- **Coordinate regular review meetings** with operational teams to review data, consider learning and determine resulting actions

# Person specification



# Knowledge and experience

## Essential knowledge & experience:

- At least **3 years'** experience of **conducting qualitative and quantitative research** (including **writing research briefs**, designing **surveys**, conducting **focus groups** and in-depth **interviews**, analysing sets of **quant and qual data**, and **report writing**)
- A **strong understanding** of **impact practice** with experience of **designing, delivering and analysing MEL frameworks**, systems and methodologies
- Experience of **gathering and interpreting data**, with the ability to create **compelling internal and external reports**
- Experience of **using findings** and **analysis** to **inform operations and strategy**
- Comfortable working with **large volumes of data**, managing **databases** and using **data collection tools** such as **Survey Monkey** and analytical software such as **NVivo**
- Good understanding of **data management and GDPR**

## Desirable experience:

- Experience working in the **voluntary and/or community sport sector**
- Experience **working remotely** and/or with an organisation who has remote workers
- Experience working in a **multi organisational context** with partners, stakeholders and membership
- Experience of **conducting research with young people** (aged 11-25)
- Experience of **analysing data sets from CRM systems**

# Skills and attributes

## Essential skills & attributes:

- Strong **qualitative** and **quantitative research** skills
- Strong **Excel** skills
- Strong **written** and **verbal** communication
- **High attention to detail, accuracy and quality**
- **Highly motivated** and self-driven with an **ability to manage and prioritise own workload**
- Strong **interpersonal skills** and **personal authority** to establish **rapport with key stakeholders**

## Personal qualities:

- Committed to **Sported's aims and objectives**
- Passion for **helping young people to overcome barriers** to reach their full potential
- **Willing to travel** occasionally across UK for meetings, sometimes out of office hours



## Recruitment timetable

Closing date for applications:

**Monday 14<sup>th</sup> June at 9am**

Notify successful applicants:

**Thursday 17<sup>th</sup> June**

Interviews:

**w/c Monday 21<sup>st</sup> June**

Role commences:

**Monday 28<sup>th</sup> June onwards**

**To apply for this role please complete the application form and send it to [recruitment@sported.org.uk](mailto:recruitment@sported.org.uk)**

**Please note:** Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by 21<sup>st</sup> June, you have not been successful for interview.

If you have any questions about the role please contact Simon Penhall, Insight & Strategy Manger  
[s.penhall@sported.org.uk](mailto:s.penhall@sported.org.uk)