

# Member Services Coordinator

November 2021

Sported  
Job Information Pack



# Note from our CEO

Thank you for expressing an interest in this important and exciting new 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 services to those most in need. One objective of our new four year strategy is to improve mental health and wellbeing both in and through sport.

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. Our team are working hard internally to improve and grow our culture of inclusion and acceptance for all.

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



# Reach. Include. Empower

In our new 4 year strategy, we will strengthen the local workforce and build the resilience of community sports groups.

Through our network of 2,500 grassroots groups, we will improve wellbeing, tackle inequalities and connect communities.

We know sport and physical activity can have **wide ranging benefits** for young people, communities, and society.

For the next 4 years, we have identified 3 priority areas – **wellbeing, equality and community** – that are both hugely relevant and important within the current environment, and also where we believe Sported has the **expertise and experience** to have the biggest impact.

At the heart of our work will remain our **long-standing commitment** to support the **passionate, dedicated local people** who are running vital community sports groups across the UK and **building the resilience** of these groups, so that they can survive and thrive.

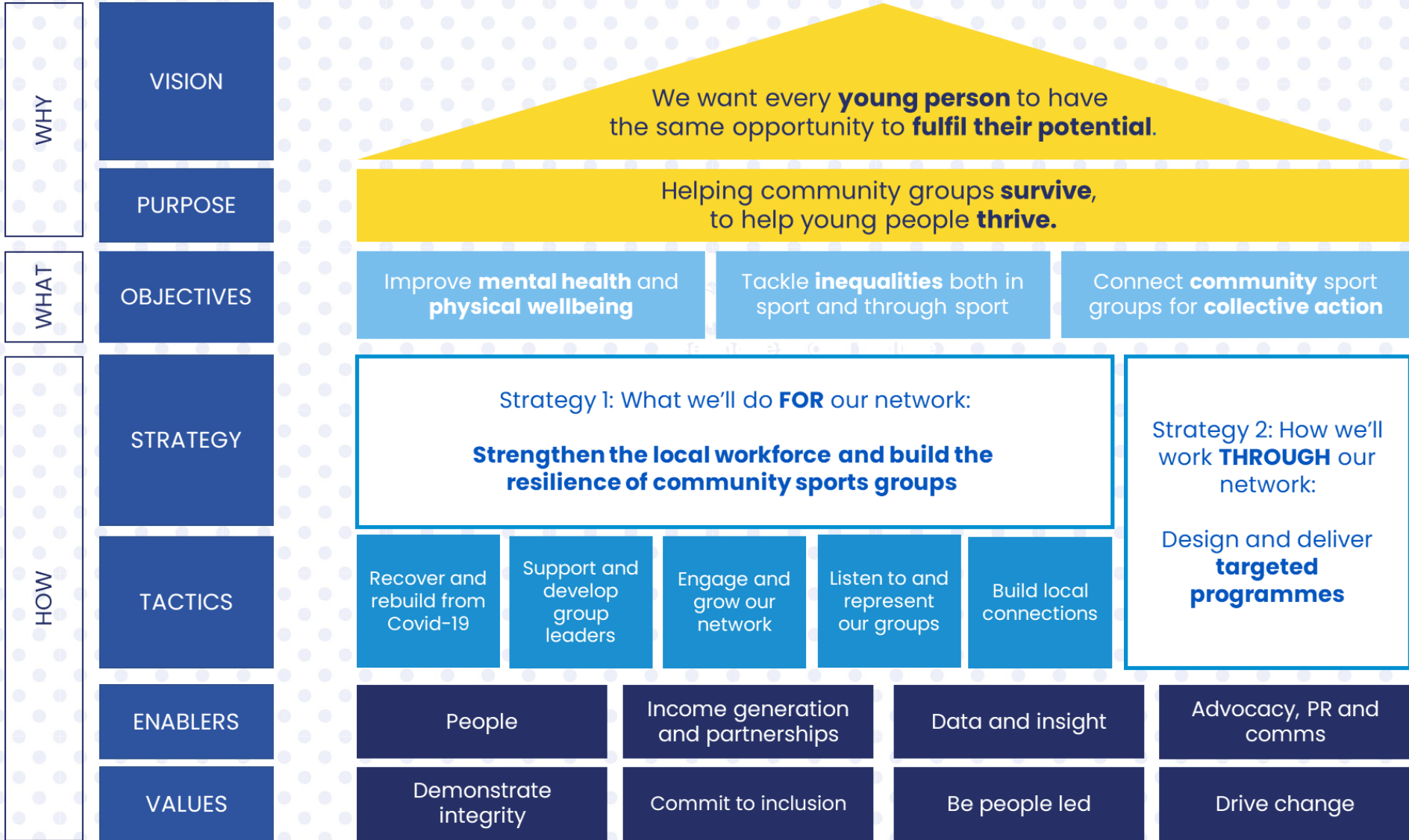
## Our vision

We want every young person to have the same opportunity to fulfil their potential.

## Our purpose

Helping community groups survive, to help young people thrive.

# The Clubhouse



# Our 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

# Spoted staff benefits

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

**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 Spoted **'Culture Club'** made up of six members of staff, who come together to discuss Spoted 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 Spoted**, including 'run club' and other activities for those based in local teams.

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

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

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

'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



# Role overview and responsibilities

# Role overview

Spoted is seeking a **capable and enthusiastic** Member Services Coordinator to **join our dynamic team**. Someone to ensure our network of community sport groups **get the support they need** to achieve their goals.

Could you be the **first port of call** for **new members** at Spoted, utilising your skills in **customer service, attention to detail, planning and organisation** to **go the extra mile** for our members and volunteers. All the while developing a wide-ranging knowledge of the **community sport sector** and **organisational sustainability**.

The Member Services Coordinator plays a **key role** in ensuring all Spoted members have a **positive member journey**; from **onboarding** new members to **supporting long-standing** members to access the support they need. They will also support the Volunteer Services Team to **engage and support** our amazing volunteers and work alongside Spoted Project Managers in the initial **set up and running** of projects.

The successful applicant will have an interest in **community and voluntary organisations**, excellent **communication** and **IT skills**, and the ability to **establish and maintain effective relationships** and rapport with a wide range of stakeholders.

Job title:	<b>Member Services Coordinator</b>
Reporting into:	<b>Services and Benefits Manager</b>
Hours:	<b>Full-time (37.5 hours)</b>
Contract:	<b>Permanent</b>
Salary:	<b>£24k-27k</b>
Location:	<b>Flexible (at least one day per week in Spoted Head Office – London Borough)</b>
Annual Leave:	<b>25 days in addition to statutory bank holidays (Pro-rata)</b>

## Internal relationships:

- Head of Network Services
- Services and Benefits Manager
- Volunteer Services Manager
- Volunteer Services Coordinator
- UK Field Team
- Marketing and Comms team
- Insight team

## External relationships:

- Spoted members
- Spoted volunteers
- Spoted partners



# Role responsibilities

## Member/volunteer applications & customer service

- Provide **high quality customer services** and **support** to potential members, volunteers and other key stakeholders
- **Responsible for the membership inbox** and support with the volunteer inbox as required
- Be a **positive and productive first point of contact** for potential new members
- Oversee the **member eligibility** and **onboarding** process
- **Support the Field Team** with the management of member/volunteer **social media, mailing lists** and **online groups** and with ongoing member engagement processes
- Support the team in **promoting** the **Sported Hub, member services, member benefits** to members and volunteers, including **delivering update sessions** for staff and volunteers and **helping** and members/volunteers struggling to access the Sported Hub

## Member services support

- Responsible for **membership journey touchpoints** and working with team to make sure that all **new members** are band are **aware of our suite of benefits**
- **Bring ideas for new services, benefits and resources** based on identified member need through contact with members
- Responsible for **producing the monthly member Funding Bulletin**
- **Manage** the **bespoke funding service**
- **Lead on annual update process** for member data and re-induction to Sported services and benefits
- **Provide** admin and coordination **support for Sported Members' Panel**
- Supporting with the **communications and management** of the **Network Associates stakeholder group**
- Work with **Insight and Fundraising team** to ensure any member consultations or focus groups are managed within the **consultation calendar**

# Role responsibilities

## Volunteer services support

- Support Volunteer Services Coordinator with **volunteer comms and engagement**, including supporting project volunteers and events/meetings
- Support Volunteer Services Coordinator with **reengaging with individuals on a 'break'**
- Support as required with **corporate volunteering programmes**
- Support with Vanessa Brown awards and **reward/recognition** for volunteers

## Project support

- **Support project managers** with setting up of **project folders and documents**
- Take **ownership of the project tracker** working with project managers to update on a regular basis and update Head of Network Services on any **challenges flagged or areas for concern**
- Provide **grant administration support** where required

## Database support

- Ensure that new **database is kept up-to-date** and well utilised
- Support **transfer of information to new database** and responsible for cleansing member and volunteer data
- **Updating** and adding information to the **Sported Hub** as required

# Person specification

# Knowledge and experience

## Essential knowledge & experience

- Minimum of 3 years working in the **voluntary** and **community** sector
- **Excellent interpersonal** and **customer service skills**, with the ability to **communicate clearly** and **confidently** with a diverse range of people
- Ability to positively connect with **external stakeholders** using clear communication skills
- Experience of a telephone based, **client facing** or **membership support role**
- Track record of **roles in Project coordination** or **delivery**
- Well organised with an **ability to recognise** key upcoming requirements, **plan and prioritise** workload with **minimal supervision**
- Ability to always **maintain** a high level of **confidentiality** and **discretion**
- Experience of **database management**

## Desirable experience

- Experience of working alongside **remote workers**
- An understanding of the **needs of groups** and organisations **offering community sport to disadvantaged young people**
- Experience of **editing/building webpages**
- **Design skills** or a background in creative communications/social media
- Ability to **identify and propose solutions** in areas of **organisational risk** relating to key areas of work
- Experience in or **understanding of the grassroots sports sectors**

# Skills and attributes

## Essential skills & attributes:

- Ability to **manage and prioritise own workload**
- Strong **communication skills** – the ability to **build rapport** with our members and volunteers over the telephone and via email
- Strong **organisational and prioritisation skills**
- Excellent **IT skills**
- Good **networking skills**
- **Proactive** and **confident** in using own **initiative**
- Strong **attention to detail**

## Personal qualities:

- **Commitment** to the **mission of Sported**, understanding the positive change sport can make in young people's lives
- **Able** and **willing** to work outside of office hours, as required
- **Willing to travel** to regional areas and occasional UK wide team events



## Recruitment timetable

Closing date for applications: **9am on Monday 6<sup>th</sup> December 2021**  
Notify successful applicants: **by Thursday 9<sup>th</sup> December**  
Interviews: **w/c Monday 13<sup>th</sup> December**  
Role commences: **ASAP from 5<sup>th</sup> January 2022**

To apply for this role please head to our [website](#) where you will find a link to our online recruitment portal. You are required to upload your CV and answer questions showing how you meet the essential requirements of the role.

**Please note:** Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by 13<sup>th</sup> December, you have not been successful for interview.

If you have any questions about the role please contact **Nadia Lipsey**,  
Services & Benefits  
Manager  
[n.lipsey@sported.org.uk](mailto:n.lipsey@sported.org.uk)