

Scotland Support Officer

July 2023

Sported
Job Information Pack



Note from our CEO

Thank you for expressing an interest in this important and exciting role as Sported looks to further grow the charity.

It has never been a harder time to be a young person growing up in the UK. One in four children live in poverty; 80% of young people note their mental health has worsened in recent months. 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 group leaders with the skills and funding needed so that their groups can become inclusive, sustainable and deliver their services to those who are in need. We are driven to act as a voice of grassroots sport, especially on behalf of those who are minoritised and helping to tackle inequalities at community level.

If successful, you'll be joining a remarkable Sported team of 50 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 volunteer consultants, 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

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

Yours faithfully,

Sarah Kaye
Sported CEO



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

Staff benefits

2 x 'personal leave' days for religious holidays and/or wellbeing days

2 x 'volunteer' days to volunteer for another charity or Sported members

Up to **5 x '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

Virtual **Diversity & Inclusion 'Open Space'** every month where the team support each other and raise awareness on topics such as **racism** and **LGBTQ+** inclusion

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) increasing 1 day per year after 4 years

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

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

Role overview and responsibilities

Role overview

As our new Scotland Support Officer, you will work alongside others in Team Scotland to be a **key point of contact for our Network of 250+ members and volunteers**, ensuring they are appropriately supported with a range of **benefits and services**.

You will **support the delivery** of key **thematic partnerships** and projects, ensuring they are **delivered efficiently, effectively**, and all monitoring and evaluation requirements are met.

In addition, you will support team Scotland as they **recruit and deploy our team of volunteers** across the country, building Sported's capacity to engage with groups on a range of topic areas.

Job title:	Scotland Support Officer
Reporting into:	National Manager
Hours:	37.5 hours (Full-time)
Contract:	Permanent
Salary:	£22,000
Location:	Home based (Scotland)
Annual Leave:	25 days (pro-rata) in addition to statutory bank holidays

Internal relationships:

- Wales National Manager
- Scotland Staff Team
- Member Services Team
- UK Field Team
- Marketing & Comms

External relationships:

- Sported Members
- Sported Volunteer Consultants
- Sported Partners (including Sports Councils, NGBs, Trusts & Foundations, Corporate & other Funders)

Role responsibilities

Members:

- **Build strong relationships** with the Sported Scotland Membership
- Deliver against the engagement plan in Scotland to **meet objectives and KPIs**
- **Signpost members to Sported member services** and benefits for support or to external partners where required
- Keep the Sported **membership database** and other spreadsheets **up to date**
- **Support, with organisation and administration of Sported member events** to foster engagement and provide capacity-building training
- Support with **content creation** for Scotland member communications, mainly on social media

Volunteers:

- **Support** the management of a team of **volunteer consultants**
- Work closely with Scotland team and volunteers **setting up placements** with member groups
- Work alongside volunteers, **gaining experience in member support**
- Working with the Scotland team to support the organisation and administration of Sported **volunteer events**
- Support with **content creation** for volunteer communications

Projects:

- Support the Project Managers to **deliver key projects in Scotland**
- Support on required **project administration** on projects in **Scotland**

General Administration and other Responsibilities:

- **Support the Scotland National Manager** in the administration of Sported operations across the country
- **Liaise and work with Sported's Central Team** including Network Services, Insight & Strategy, Volunteer Services, Marketing and PR
- **Attend events** as appropriate to help promote Sported to relevant groups
- Any other duties as appropriate for the role

Person specification

Knowledge and experience

Essential experience:

An understanding of the **needs of groups and organisations** offering community sport to disadvantaged young people

Understand the skills required to **recruit and manage volunteers**

Experience at public speaking, holding meetings on video and face to face

Significant experience of working in a **client facing or membership support role**

Experience of **organising and administrating events**

Experience of **database management**, ensuring confident use of digital systems

Desirable experience:

- Experience of working with **community groups** to develop their **understanding of monitoring & evaluation**
- An understanding of the **voluntary / community sports sector**
- Experience of **recruiting and managing volunteers**
- Experience using **social media across a range of platforms**
- Experience of **remote working**

Skills and attributes

Essential experience:

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

Personal qualities:

- Committed to **Sported's aims and objectives**
- **Willing and means to travel** across **Scotland** and to regional & national meetings, sometimes out of office hours
- Suitable **set-up to work from home** – (Laptop/Phone provided by Sported)



We actively encourage applicants from diverse backgrounds especially from ethnically diverse, LGBTQ+ and disabled communities as well as those with lived experiences of tackling inequalities, as we believe diverse voices are instrumental in creating transformational change.

Recruitment timetable

Closing date for applications:	9am Monday 31 st July
Notify successful applicants:	Thursday 3 rd August
Interviews:	Wednesday 9 th August
Role commences:	ASAP

To apply for this role please head to the [career page](#) on our website, where you will find a link to apply. You are required to upload your CV and supporting statement providing clear examples of how you meet the person specification.

Please note: Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by Friday 4th August, you have not been successful for interview.

If you have any questions about the role please contact **Rich Thomas**, Wales National Manager
info@sported.org.uk