

# Regional Support Officer

## North East of England

### December 2023

Sported  
Job Information Pack  
2023



# 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 and cost of living pressures which disproportionately affect the most disadvantaged and widen 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. Sported has created the UK's largest network of grassroots organisations delivering sport and physical activity. As a charity, we exist to provide our groups with vital resources and support 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 almost 50 people with backgrounds and specialisms ranging from social/youth work and business development to sport development and econometrics. Staff in our regional and national delivery teams, right across the UK, are local to their members. We also have a central office in Borough, London.

Even more capacity is provided by over 300 skilled, knowledgeable and passionate volunteers. They work directly with the leaders of our member groups – most of them also volunteers – to build the effectiveness and sustainability of those 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,

**Sarah Kaye**  
Sported CEO



# Reach. Include. Empower

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

Through our network of 3,000 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

# 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 Spaces'**  
Every month where the team support each other and raise awareness on topics such as **Race equity, LGBTQ+** inclusion and **Disability** awareness.

**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

**'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

The role of Regional Support Officer (RSO) forms part of our expanded Delivery team who provide support across our network of over **3000 members and 300 volunteers**, ensuring they are appropriately supported with a range of benefits and services.

As a Regional Support Officer you will be assigned to the North-East of England to **provide direct support to the network and support the development of the member engagement strategy.**

You will work **closely with the North-East Regional Manager** supporting the delivery of **key thematic partnerships and projects**, ensuring they are delivered effectively, and all **monitoring and evaluation requirements** are met.

In addition, you will support Regional Manager to **recruit and deploy our team of volunteers**, building our capacity to engage with and support our groups.

Job title:	<b>Regional Support Officer (North-East of England)</b>
Reporting into:	<b>North-East of England Regional Manager</b>
Hours:	<b>18.75 hours</b> (Part Time – 2.5 days a week)
Contract:	<b>Permanent</b>
Salary:	<b>£23,400 (pro rata)</b>
Location:	<b>Home based</b> (within the North-East)
Annual Leave:	<b>25 days</b> in addition to statutory bank holidays

## Internal relationships:

- Regional Managers
- National & Regional Support Officers
- England National Manager
- Member Services Team
- Volunteer Services Team
- Partnerships Team
- Marketing & Comms
- Finance Team

## External relationships:

- Sported Members
- Sported Volunteers
- Sported Partners (including Active Partnerships, NGBs, Trusts & Foundations, Corporate & other Funders)



# Role responsibilities

## Members

- **Build strong relationships** with the Sported Membership
- Deliver against the England and North-East engagement plan to **meet objectives and KPIs**
- **Telephone or email Sported members, as and when required to provide advice and signpost groups to Sported member support services and benefits**
- Keep the **Sported membership database** and other relevant documents **up to date**
- **Process new member applications and conduct eligibility and initial welcome telephone/video calls**
- **Support with organisation and administration of Sported member events** to foster engagement and provide capacity-building training
- Support with **content creation** for England member communications, **including utilising Sported social media channels**

## Volunteers

- **Support the Regional Manager** with the management of a team of **volunteers**
- Work closely with Regional Manager, Delivery Team and volunteer consultants to **set up placements** with member groups
- Working with the Regional Manager, Volunteer Team and Delivery Team to support the organisation and administration of Sported **volunteer events**
- Support with **content creation** for volunteer communications

## Projects

- Work alongside the Regional Manager to **develop the regional plans for member engagement** and support and lead on the implementation of these.
- Support the Regional Manager to **deliver against key projects**
- Support on required **project administration** on projects

## Administration & other responsibilities

- Support the England Team with the **administration of Sported operations across the Nations.**
- **Liaise and work with Sported's teams including the wider Delivery Team** (incl. Member Services and Volunteer Services) Insight & Strategy, Fundraising and Marketing
- **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

- You will have experience of working in a **client facing or membership** support role
- Clear demonstrable experience of administering **programmes / projects** to high standard
- Demonstrable experience of working in a skilled **administration role**, with excellent **understanding of skills required** to deliver **high level admin support**
- Clear demonstrable experience of **a confident telephone manner** when speaking to clients/stakeholders
- Computer literate with strong working knowledge of Microsoft 365 Suite
- Experience of **database management**, ensuring confident use of digital systems
- Ability to research and review information and identify solutions and propose ideas relating to key areas of the work.
- Ability to always maintain a **high level of confidentiality and discretion**

## Desirable experience

- An understanding of the **voluntary/community sports sector**
- Experience of **recruiting and managing volunteers**
- An **understanding** of the **policies and procedures** required to support grant applications
- **Experience collecting information** to monitor and evaluate impact
- Experience of **remote working**

## Personal qualities

- Committed to Sported's aims and objectives
- Willing to travel across the North-East England region and occasionally across England as required, sometimes out of office hours
- Suitable set-up to work from home – (Laptop/Phone provided by Sported)

# Skills Required

## Administration

- Skill in project administration, tracking progress, assisting managers in achieving goals.
- Proficient in assisting with the administration of member and volunteer events including planning and logistics.
- Proficiency with CRM databases and Microsoft Suite.
- Strong organisational skills to manage and maintain database, documents and administration.
- Meticulous in maintaining accurate records, processing member applications and data management.
- Efficient time management to manage multiple tasks and responsibilities whilst meeting objectives, KPIs and deadlines.

## Member Engagement and Support

- Skill in supporting the development and execution of a clear strategy for engagement, recruitment and support.
- Strong analytical and critical thinking skills to provide solutions and advice to member groups.
- Excellent customer service to support members and volunteers, assisting with inquiries, support services and benefits.

## Relationship Building & Collaboration

- Ability to establish and nurture strong relationships with members, volunteers, regional managers and other stakeholders and colleagues to foster engagement and collaboration, and build connections.
- Teamwork capacity to work collaboratively with other colleagues to support organisational objectives.
- Effective and structured communication and reporting with line/team/project managers.

## Other Skills

- Excellent written and verbal communications skills, including telephone skills
- Skill in content creation to support member and volunteer communications.
- Proficiency in supporting the facilitation of workshops and webinars
- Ability to evaluate own work outcomes, measure impact and make data-driven decisions.

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:	<b>9am Tuesday 16 January 2024</b>
Notify successful applicants:	<b>17 January 2024</b>
Interviews:	<b>29 and 30 January 2024</b>
Role commences:	<b>February / March 2024</b>

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 provide clear examples of how you meet the person specification.

**Please note:** All applications submitted will receive a response. Regrettably, we cannot provide individual feedback to applicants who are not selected for interview.

If you would like to have an informal discussion about the role, please contact [recruitment@sported.org.uk](mailto:recruitment@sported.org.uk)