

# East of England Regional Delivery Officer – (Part-Time)

**May 2024**

# Note from the Sported 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 a wide range of backgrounds and specialisms. You will lead an excellent, and ambitious London team and work closely with the other managers within the Delivery Team including the National Managers in England, Scotland, Wales and Northern Ireland. 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, 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

Our 2021–25 organisational strategy, sets out how 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.

Between 2021 and 2025, we have identified 3 priority areas - wellbeing, equality and community - that are 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

Spotted's Organisational Strategy –  
[Reach, Include, Empower 2021-2025](#)



# 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

# 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



# **Role overview and responsibilities**

# Role overview

This is an **exciting time** to join Sported as our East of England Regional Delivery 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 a key point of contact for our network in East of England you will ensure our members are appropriately engaged and supported with a range of services and benefits, including direct support from our pool of volunteer consultants. You will support and **develop key partnerships** within the region and **deliver specific projects** according to **regional and organisational priorities**.

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:** East of England Regional Delivery Officer
- **Reporting into:** East of England Regional Manager
- **Hours:** 22.5 hours – 3 days a week equivalent (Part Time )
- **Contract:** Permanent
- **Salary:** £26,500 – £28,000 (Pro-rata)
- **Location:** Home based within a commutable distance to the East of England. Must be willing to travel to meetings when required.
- **Annual Leave:** 25 days (Pro-rata) – in addition to statutory bank holidays

## Internal relationships:

- East of England Regional Manager
- England National Manager
- National Teams
- Delivery Team incl. Volunteer Services
- Marketing & Communications incl. Member Services team
- Insight & Strategy
- Strategic Leadership Team
- Sported Volunteer consultants

## External relationships:

- Sported Members
- Sported Volunteer Consultants
- Regional partner organisations
- Community sports providers
- Local government
- Voluntary Sector including youth sector
- Funders
- Local Media



# Role responsibilities

## Membership Engagement & Growth

- In conjunction with the East of England Regional Manager **deliver** a clear **strategy** for **member engagement, support** and **recruitment** in your region in support of organisational **KPIs and Projects**.
- Be the **primary point of contact for Sported members** within your region and **support them** with their own capacity building /organisational development.
- Promote Sported membership and services to non-members, and process new member application and conduct onboarding calls.
- Support content creation for member communications, including utilisation of relevant social media platforms, channels and other alternative communication methods.
- Build strong relationships with the Sported membership, identifying areas of need and trends from the East of England network.
- Promote and engage members with our services and benefits, ensuring they are aware of how to **access the Sported Hub**.
- Provide **support to members on elements of capacity building** – e.g. fundraising, strategic planning, health checks & sustainability.
- **Support** Sported members with **completion of relevant monitoring** and **evaluation** in conjunction with the support they have received.
- Maintain accurate records in our central database and other systems.
- Work in partnership with **the rest of the Delivery Team** to share **best practice** and implement **partnership ideas/opportunities** where appropriate

## Delivery and Projects

- To **support the delivery of current and future member projects** within the Region, including the development and delivery of necessary support, and the deployment of volunteer consultants where necessary.
- **Support the development of new project ideas** within East of England, identifying areas of member need or areas of focus.
- Maintain accurate project administration, including project measurement, evaluation and feedback as required to achieve agreed project outcomes.

# Role responsibilities

## Volunteer Engagement

- **Working closely with the East of England Regional Manager** deploy the **volunteer team** across the region to support member groups.
- **Support the recruitment of volunteers** across the region in line with the specific requirements for the region and in line with organisational priorities.
- Working closely with the Volunteer Services Team to ensure all necessary volunteer processes, including documentation, capturing impact of support are adhered to.
- **Support the delivery** of the Sported **Volunteer programme** delivering regional networking events, facilitate and support the development of volunteers.

## General Administration (and other responsibilities):

- Support the Regional Manager in the administration of Sported operations across the region.
- Ensure **data on your regions' members and volunteers** is kept accurate and **up to date**
- **General involvement** with **other Sported events** as required such as national team meetings (approx. one every 3 months).

# Person specification

# Knowledge and experience

## Essential Experience

- An understanding of the **voluntary/community sports sector**.
- An understanding of the **needs of groups and organisations offering community sport** to disadvantaged young people.
- Experience of working with **partner organisations and stakeholders to deliver projects and programmes**.
- An **understanding** of the **policies and procedures** required to support grant applications.
- Experience of working in a **client facing or membership** support role.
- Clear demonstrable experience of a **confident telephone manner** when speaking to members and stakeholders.
- Clear demonstrable experience of administering or delivering **programmes / projects** to a high standard.
- Demonstrable experience of working in a skilled **administration role**, with excellent **understanding of skills required** to deliver **high level admin support**, ideally in a relevant sector.
- 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

- Experience of **recruiting and managing volunteers**.
- **Experience collecting information** to monitor and evaluate impact.
- Experience of **delivering training and facilitation**.
- Experience of **remote working**.

## Personal qualities

- Committed to Sported's aims and objectives.
- Be able to demonstrate your willingness and ability to travel across the East of 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

## Member Engagement & Support

- Skill in executing a clear strategy for engagement, recruitment and support.
- Excellent written and verbal communication skills.
- Knowledge of capacity building practices – incl. fundraising, strategic planning and organisational development.
- Strong analytical, critical thinking and problem-solving skills to provide solutions and advice to member groups.

## Volunteer Engagement & Support

- Collaborative skills to work with volunteer consultants, the volunteer services team and other colleagues to ensure the effective use of volunteers to meet member needs.

## Project Delivery

- Strong project delivery skills and experience to support the delivery of current and future projects.
- Proficiency in providing guidance and support on various projects.
- Proficiency in delivery of workshops and webinars.
- Ability to evaluate and measure impact and make data-driven decisions.

## Administration & General Responsibilities

- Strong organisational skills to ensure accurate and up-to-date data management.
- Proficiency in CRM database systems and Microsoft Suite.
- Proficiency in presenting information clearly and persuasively to internal and diverse stakeholders.

## Other Skills

- Critical thinking skills to analyse challenges and develop effective solutions.
- Excellent teamwork and collaborative skills with internal and external colleagues and partners.
- Resilience in managing multiple responsibilities and deadlines in a dynamic environment.

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 timeline:

Closing date for applications: **Sunday 9 June 2024 at 11.59pm**  
Notify successful applicants: **12 June 2024**  
Interviews: **17/18/21 June 2024**  
Role commences: **July–August 2024**

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. You should also complete our [Equality and Diversity Monitoring form](#).

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

If you would like to have an informal discussion about the role, please contact:

R.Danson@sported.org.uk