



# Head of Operations

May 2024



# 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 over 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 volunteers, who now number more than 200, 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,

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



# Sported staff benefits

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.**

Volunteer Days – two additional days of paid leave each year to volunteer for another charity or indeed our Sported 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 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 activities for those based in local teams.

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

'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**

Commit to  
**inclusion**

Be  
**people**  
led

Drive  
**change**

We **lead** by example

We are honest, open and  
**trustworthy**

We are **diligent** and  
committed

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

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

We **value** an inclusive  
culture

We demonstrate respect  
and **equality** for all

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

We invite feedback and  
**respond** quickly

We **collaborate** and  
support our colleagues

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

Founded as a legacy of London 2012 Games, Sported is the UK's largest network of community groups, supporting over a million young people in some of the most deprived and under-served communities.

Supporting our mission is our incredible team of over 200 Volunteer Consultants who inject a wide range of professional skills and lived experience that provides invaluable support to the community organisations we support.

Although we are the largest network in the UK, there are many more groups that are volunteer-led and sat outside of traditional structures. Survival is a very real challenge that thousands of these groups face, and we have a responsibility we reach and support even more.

- **Job title: Head of Operations**
- **Reporting into: CEO**
- **Hours: 37.5 hours (Full-time), (would consider 4 days)**
- **Salary: £48,410-£52,000 per annum**
- **Annual Leave: 25 days in addition to bank holidays**

Our ambition is to double our network to 6,000 groups in the next three years, and in doing so, helping to transform the lives of thousands more disadvantaged young people. The Head of Operations is a critical hire in the delivery of this ambition. Leading a team of 31, you will be responsible for the delivery of Sported's strategic objectives across the regions and nations (England, Scotland, Wales and Northern Ireland).

We are looking for a Head of Operations who can challenge and inspire, and is excited by the prospect being part of the next stage of Sported's journey.



# Role and Responsibilities

## **Strong leadership:**

- Motivating and leading a team of circa 30 people, through four direct reports
- Representing the Delivery Team on Senior Leadership Team (SLT)
- Coaching, developing and supporting direct reports, ensuring the delivery of their roles to a high standard
- Ensuring the Delivery Team are collaborating effectively with other functions, including the Volunteer and Member Services teams, in delivery of wider organisations objectives (one team approach)

## **Effective delivery:**

- Operationalising Sported's strategy across the regions and nations (England, Scotland, Wales and Northern Ireland), including membership growth, driving service take-up and championing place-based approaches
- Coordinating the delivery of major aspects of the charity's activity
- Collaborating with the Partnerships team to design and develop programmes, and provide the necessary resources to activate them successfully
- Leading and delivering the operational plans and monitoring performance of team
- Sharing best practice and embedding a culture of learning and continuous improvement
- Ensuring systems and processes are fit for purpose, enabling operational excellence

# Role and Responsibilities

## Partnership working:

- Identifying, developing and building strategic partnerships with regional and national organisations and agencies to generate income and support for Sported
- Managing and deepening existing relationships with regional stakeholders
- Attending external meetings and networking events to represent Sported at a strategic level
- Supporting National Managers to implement partnership ideas/opportunities where appropriate

## Strategic thinking and innovation

- Using insight to help inform the development of our member offer, ensuring our services and benefits remain up to date and relevant, reflecting the evolving needs of the community groups we serve
- Developing our Volunteer Strategy to ensure it reflects the needs of the community groups we serve and the expanding range of partnerships that we have in place
- Being insight-led to make informed operational and strategic decisions



# Person Specification

# Skills and Experience Required

- Experience of developing and driving strategy at a regional or national level.
- Proven track record of creating and managing high performing teams (accountability culture).
- Experience of identifying, developing/supporting and securing funding from a range of funding sources.
- Personal authority to establish credibility with key stakeholders, diplomatic and sensitive when dealing with a range of people.
- Experience of measuring impact and performance.
- Experience of driving operational excellence.
- Commitment to the mission of Sported.
- Ability and confidence to contribute to the Senior Leadership Team discussion (setting strategy, constructive challenge and holding the team to account).
- Able and willing to work outside of office hours, as required.
- Regular travel around all regions and nations.

**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:	<b>Friday 7 June 2024 at 9am</b>
Notify successful applicants:	<b>Wednesday 12 June 2024</b>
Interviews:	<b>w/c 17 and w/c 24 June 2024</b>
Role commences:	<b>From July 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 supporting statement providing clear examples of how you meet the person specification, ideally including a work portfolio. You should also complete our [Equality and Diversity Monitoring form](#).

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

If you have any questions about the role, please contact:  
[recruitment@sported.org.uk](mailto:recruitment@sported.org.uk)