

Nations Support Officer

Wales

October 2024

Spoted
English
Job Information Pack



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 throughout Scotland, 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 country'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. Several of our staff are based in Scotland and collaborate closely and we also have a central office in 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

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.

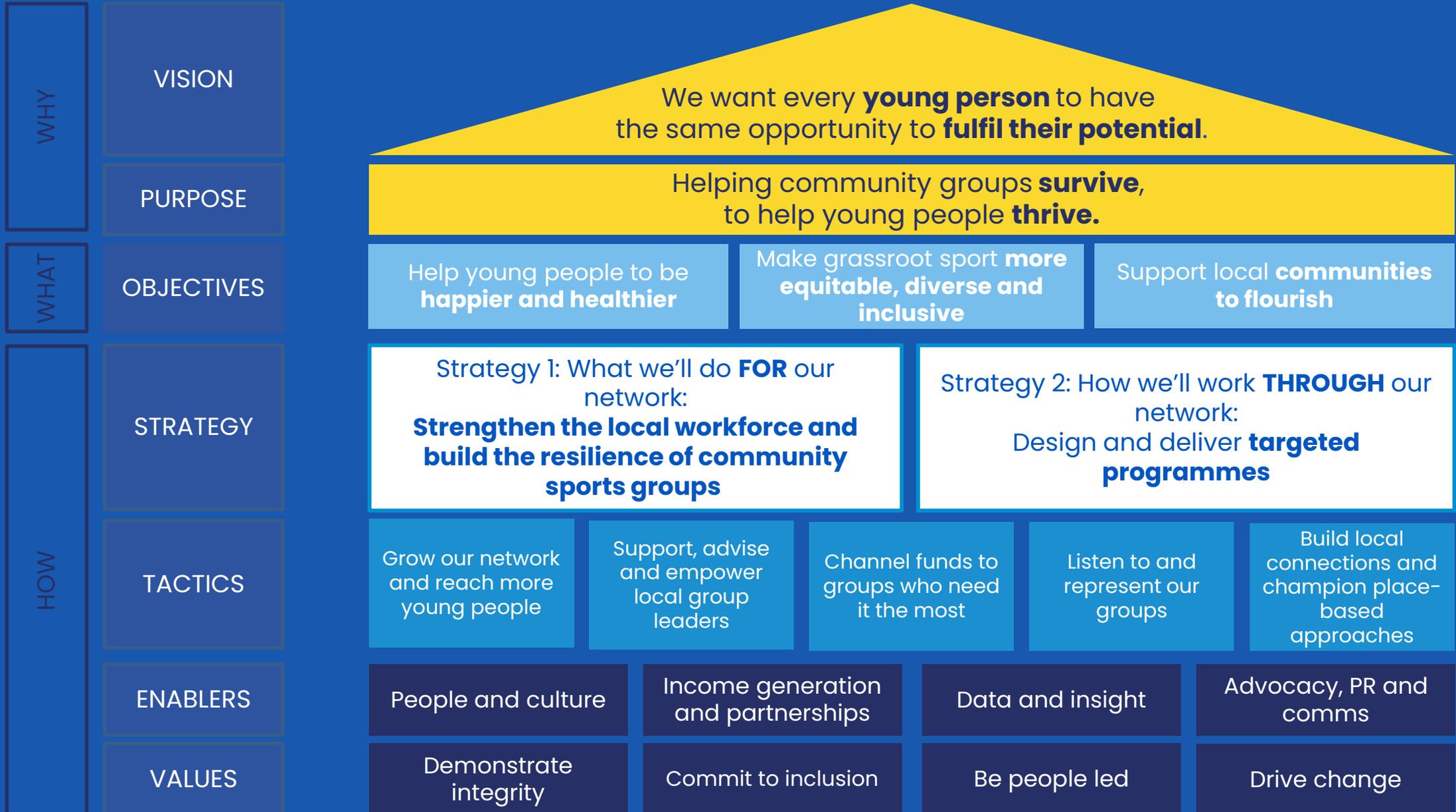
Our vision

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

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

Volunteer Days - two additional days of paid leave each year to volunteer for another charity or indeed our Sported members

Study Leave - Up to five days paid study leave (for any self-funded education/training)

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

Act with
integrity

We **lead** by example

We are honest, open and
trustworthy

We are **diligent** and
committed

We are **accountable** and
learn from our mistakes

Champion
inclusion

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

We **actively** work to create
an inclusive culture

We demonstrate respect
and **equality** for all

We seek and value **lived**
experience

Transform
together

We are **strongest** when
we unite as a team

We are led by the **needs**
of our young people and
our network

We connect and
collaborate across
communities

Drive
change

We act **creatively** to enable
solutions

We challenge ourselves and
others to **improve** and
innovate

We deliver significant
impact through **actions**
large and small

Role overview and Responsibilities

Role Overview

The role of Nations Support Officer (SO) forms part of our expanded Delivery team who provide support across our network of over 3,000 members and 300 volunteers, ensuring they are appropriately supported with a range of benefits and services.

As Wales Support Officer, you will provide direct support to the NI Delivery Team and support the development of the member engagement strategy.

You will work closely with the National Managers and Delivery Officers, supporting the delivery of key thematic partnerships and projects, ensuring they are delivered effectively, and all monitoring and evaluation requirements are met.

You will support the Nations teams to recruit and deploy our team of volunteer consultants, building our capacity to engage with and support our groups.

- **Job title: Nations Support Officer (Wales)**
- **Reporting into: National Managers**
- **Hours: 2.5 days a week (Part-Time)**
- **Contract: Fixed-Term, until June 2025**
- **Salary: £23,400 – £26,523 per annum (Pro-rata)**
- **Annual Leave: 25 days (Pro-rata) in addition to statutory bank holidays**
- **Location: Based in Wales – Working Remote**

Internal relationships:

- National Managers
- National Delivery Officers
- National & Regional Support Officers
- Member Services team
- Volunteer Services team
- Partnerships team
- Marketing & Comms
- Finance team
- Events and resources

External relationships:

- Sported members
- Sported volunteers
- Sported partners (including Active Partnerships, NGBs, Trusts & Foundations, Corporate & other Funders)

Role and Responsibilities

Members

- Build strong relationships with the Sported membership
- Deliver against the engagement plan in the Nations to meet objectives and KPIs
- Advise 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 calls
- Support with organisation and administration of Sported member events to foster engagement and provide capacity-building training
- Support with content creation for member communications, **including utilising Sported social media channels**

Volunteers

- Support the Nations teams with the management of a team of volunteers
- Work closely with the National Managers, Delivery Officers and volunteer consultants setting up placements with member groups
- Working with the National Managers and Delivery Officers to support the organisation and administration of Sported volunteer events
- Support with content creation for volunteer communications

Projects

- Support the National Managers and Project Managers to deliver against key projects
- Support on required project administration on projects in the Nations

Administration & other responsibilities

- Support the National Managers and Partnerships Managers with the **administration of Sported operations across the Nations**
- **Liaise and work with other Sported 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

Experience and Knowledge

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
- Computer literate with strong working knowledge of Microsoft 365 Suite
- Demonstrable experience of working in a skilled administration role, with excellent understanding of skills required to deliver high level admin support
- Experience of database management, ensuring confident use of digital systems
- Ability to maintain a high level of confidentiality and discretion at all times
- Ability to identify and propose solutions in areas of organisational risk relating to key areas of work

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

Skills & Attributes

Essential experience

- Highly motivated and self-driven with an ability to manage and prioritise own workload
- Strong communication skills – the ability to build rapport with our members and colleagues over the telephone, via email and face-to-face
- Strong organisational and prioritisation skills
- Meticulous attention to detail
- Excellent IT skills
- Confident networking skills
- Proactive and confident in using own initiative

Personal qualities

- Committed to Sported's aims and objectives
- Willing to travel across Wales, with occasional travel to UK mainland
- Willingness to work flexibly with occasional evenings and weekends
- 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 timeline:

Closing date for applications: Monday 28 October 2024 at 9am

Notify successful applicants: Wednesday 30 October 2024

Interviews: Tuesday 5 November 2024

Role commences: **ASAP – November / December 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, 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

If you have any questions about the role, please contact:
recruitment@sported.org.uk