

BASKETBALL ENGLAND JOB PROFILE



JOB TITLE	Senior Manager - Leagues, Competitions & Member Services
LOCATION	Nationwide. The post holder must however be available to travel to Manchester on a regular basis, at least once per week.
WORKING PATTERN	Minimum 37.5 hours – occasional travel & out of office hours and weekend work maybe required.
REPORTS TO	Head of Participation
SALARY	-
CONTRACT	Permanent

PURPOSE OF ROLE	Set the approach for delivering, implementing and reviewing our leagues and competitions strategy and member services relating to game day with a key focus on inclusive competitions at all levels and in all settings including events. All services will contribute to delivering a world class supply of basketball experiences so people at all levels can access competitive basketball and achieve their full potential. This is delivered in context of Basketball England's vision, objectives and goals over the long term and annually through our member engagement and business planning process.
KEY ACCOUNTABILITIES	<p>Strategy Delivery: Lead the delivery, management and execution of an leagues and competitions strategy that inspires participation, development, performance and commercial success in partnership with internal colleagues and external stakeholders.</p> <p>Member Services: Lead and develop the systems and teams needed to prioritise and track customer interactions, continuously review service to enhance processes and procedures leading to improved member satisfaction, retention and game day experiences.</p> <p>League & Competition Management: Lead the planning, development, daily operations and management of BE leagues and competitions at all levels of the game including; NBL, Jnr. NBL, Academy Leagues, Colleges, and Schools competitions. Focused on growing and retaining participation, improving standards, game day experiences and increasing member satisfaction, in line with BE rules, regulations, integrity and policies.</p> <p>National, Regional & Local Membership: Lead the management of all membership and licencing for national leagues, local leagues, associations and competitions. Providing support to BE regions and supporting BUCS university competitions.</p> <p>Leagues and Competitions Advisory Group: Lead the BE Leagues & Competitions Advisory Group consisting of nominated</p>

	<p>representatives of the basketball community to support the delivery of leagues and competition strategy and advise the board on new initiatives or areas for development.</p>
<p>OPERATIONAL ACCOUNTABILITIES</p>	<p>Member Service: Lead and set the standard for consistent, excellent experiences for clubs, participants and spectators throughout all levels of the game, and deliver to high standards and in line with all Basketball England policies. Work organisation wide with other service areas to make our services visible and accessible.</p> <p>Project Management: Lead and manage specific time limited projects from concept through to design and implementation to deliver the required outcomes of the three focus area strategies.</p> <p>Decision Making: Make appropriate key strategic and operational decisions to meet the programme objectives in liaison with the EMT and departmental colleagues.</p> <p>Event Management: Oversee the portfolio of events for leagues and competitions including continuous review of events to improve the scale and reach, to grow attendances and business revenue.</p> <p>Line Management: Lead and manage the performance of direct reports, contributing to a team environment where staff are clear about what is expected of them, and have the performance feedback and support they need to continuously improve.</p> <p>Relationship Management: Be the accountable lead for managing relationships with both internal staff and designated external partners involved in the delivery of Basketball England programmes and services, ensuring good communication and project management principles are applied.</p> <p>Performance Management: Lead and manage the evaluation of products, services and activities and support the data management and analysis of these activities so performance can be continually assessed and improved. Providing insight, data and regular reports to EMT and board.</p> <p>Communications: Deliver consistent, tailored, frequent key messages in all internal and external communications, across all partners, ensuring a one team approach to delivery and have a positive impact on our members.</p> <p>Marketing Support: Help co-ordinate and support the required campaign, marketing, communications and PR for the portfolio of work.</p> <p>Budget Management: Accountable for the management, monitoring and adjustment of all related budgets to support effective delivery and prioritisation of resources to hit agreed targets.</p> <p>Governance, Risk & Compliance: Abide by all of Basketball England's rules, regulations and policies (Including but not limited to, Equal Opportunities & Equity Policy; Safeguarding Policy; Code of Ethics & Conduct; Anti-Doping, Anti-Betting, Anti-Corruption and Confidentiality).</p>

ROLE REQUIREMENTS

EXPERIENCE, KNOWLEDGE & SKILLS	<p>Qualifications: Degree level qualification or compensating work experience in a relevant, related field.</p> <p>Experience: Demonstrable experience of:</p> <ul style="list-style-type: none">✓ Strategy Development: Writing and implementing strategies to ensure the organisation can achieve its overall vision, objectives and targets.✓ Competition Management: Structuring leagues and competitions to optimise participation and player enjoyment, ensuring a meaningful and credible playing programme is provided in line with set rules and regulations.✓ Member Servicing: Delivering exceptional member services, managing member services, and customer satisfaction✓ Digital Process Development: Understanding and ability to design digital functions to improve member service and league and competition management.✓ Governance, integrity and disciplinary: Development and implementation of rules, regulations to govern competitions with integrity including Governing Body Endorsements.✓ Event Delivery Management: Designing events and managing event staffing, ideally of a sporting nature, aligned to specific goals and targets.✓ Team Management: Managing managers with specialist expertise and an appropriate delegation and motivating approach that ultimately drives productivity.✓ Project Management: Planning and managing large and complex projects with a track record in both setting and delivering relevant objectives and targets.✓ Relationship Management: Building trust and strong relationships with a range of stakeholders internally and externally at all levels, especially volunteers, and the ability to deal with disputes and complaints accurately.✓ Monitoring and Evaluation: Managing strategic evaluation and data analysis of leagues, competitions and associated events. <p>Personal Skills:</p> <ul style="list-style-type: none">✓ Confident & Motivated: Confident with a high degree of self-motivation and initiative.✓ Mental Agility & Initiative: Excellent mental agility with the ability to use own initiative to self-organise, plan and work effectively, taking account of daily changing and competing
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	<p>priorities.</p> <ul style="list-style-type: none"> ✓ Quality Work at Speed: a proven ability to produce high quality work and meet deadlines at speed and under pressure. ✓ Resilience Under Pressure: Resilience and ability to work under pressure whilst maintaining excellent judgement to keep projects and partner relations on track. ✓ Management & Teamwork: Excellent ability to motivate, manage and lead others to work effectively as well as working as a member of a team, with an understanding of what behaviours contribute to effective teamwork. ✓ Communications: Excellent interpersonal and communication skills demonstrating an ability to communicate upwards to a senior level (including CEO, Directors and the Board) and relate to a wide range of people and organisations in the right appropriate format. ✓ Solution Development: Ability to anticipate issues, problem solve, manage ambiguity and make sound judgements on sensitive matters. ✓ Time Management: ability to multi-task and prioritise work. ✓ Highly organised and able to work independently. ✓ Customer Service: Excellent ability to demonstrate high levels of customer service to our members and to motivate others to put the customer at the centre of all delivery. <p>Technical Skills:</p> <ul style="list-style-type: none"> ✓ Project Management: Planning and managing large and complex projects with a track record in delivering targets ✓ Delegation: Ability to effectively delegate and manage a multi-skilled team to deliver the required level and standard of services and programme delivery. ✓ Communications: Excellent interpersonal and communication skills, demonstrating an ability to communicate at a senior level and relate to a wide range of people and organisations in the right appropriate format. ✓ Advanced ICT: Significant advanced expertise in the use of Microsoft packages (word, excel, powerpoint) and other related ICT software. ✓ Numeracy & Literacy: Excellent numeracy, literacy, spelling and presentation in typewritten and other work.
<p>OTHER</p>	<ul style="list-style-type: none"> • A genuine interest in basketball / sport. • Passionate about people and helping to build great teams and culture. • A flexible attitude to working, willing to work evenings and weekends as a result of the nature of the role and event timings. • Job offers will be subject to completion of a satisfactory, current Basketball England DBS check and completed every three years.