



Basketball England

Job Description & Person Specification

Job Title	Head of HR and Governance
Location	Basketball England Office, NSC, Gate 13 Etihad Campus, Rowsley Street, Manchester, M11 3FF.
Working Pattern	Minimum 37.5 hours – occasional travel & out of office hours and weekend work maybe required
Reports to	CEO
Responsible for	Safeguarding and Compliance Manager
Contract	Permanent
Application	If you are interested in applying for this role please email support@basketballengland.co.uk with a covering letter and CV. The closing date for applications is 2 May 2021. Please submit your Equal Opportunities form with your application

Purpose of Role	Lead and pro-actively manage Basketball England’s requirements around all aspects of governance, HR, risk and compliance, integrity, equality and diversity, ensuring policies, controls and associated processes are properly developed, maintained and implemented. Critically the role will develop a culture of continuous improvement and people development whilst providing the right balance between solid controls and assurance without hindering flexibility to drive strategy and change within the organisation and the sport. The role also encompasses servicing the organisation’s Equality, Diversity and Inclusion committee with the purpose of increasing ED&I across the sport and organisation.
Key Accountabilities	<p>Responsibility for the facilitation, support and management of key governance, HR, risk and compliance policies and processes with regards to:</p> <ul style="list-style-type: none">• Core Operations: the foundations of the organisations operations. This includes driving forward our people and performance development with our core staff and the network of staff deployed on services, projects and programmes. This will also include overseeing key policies, HR and staff conduct policies and processes and health & safety. In addition, the post holder will facilitate the protocols around business continuity planning, contractual management, Board governance and management of conflicts of interests across both staff and the board. The post holder will also oversee the equality, diversity, and integrity strategic goals of the organisation.• Safeguarding Support: Supporting the Safeguarding and Compliance Manager with the handling of complex safeguarding and compliance cases.• Equality, Diversity and Inclusion: Servicing the organisation’s Equality, Diversity and Integrity committee and rolling out the adoption of policies and protocols relating to equality and diversity across the sport and organisation.• Service Delivery: the organisations delivery of services and programmes. This will include casual worker and 3rd party supplier contracts, player registrations, DBS and safeguarding, appeals, complaints and any GRC issues with regards to brand, assets and intellectual property. It will also include adherence to resource related controls.• IT: This includes the management of IT-related controls through 3rd party support agencies. These may include security & system controls, data management, access management, and disaster planning as well as appropriate policies and terms and conditions regarding websites and other IT related software systems that are used.• Legal: procedures and controls to assure compliance with applicable legal, statutory and regulatory requirements as well as good business practices across the organisation. This includes managing controls for regulatory compliance (e.g. audits, data protection, anti-fraud etc) and contractual requirements the organisation may have.



<p>Operational Accountabilities</p>	<p><u>Strategic Management</u></p> <ul style="list-style-type: none"> • Risk Register & Management: facilitate regular risk reviews for all service delivery elements and report into both the senior management team and Board where appropriate. • Performance Reporting: facilitate and support performance reports with regards to governance, risk and compliance to enable key strategic and operational decisions to be made at senior management and board level. • Self-Assurance: support self-assurance statements and submissions. In addition, the role will develop an improvement plan to improve GRC and engage and liaise with key stakeholders to deliver as well as monitor progression of the plan throughout the year. • Compliance Monitoring: Support Senior Managers to ensure all operational activity and services are complying with legislation, approved corporate policies and processes. Through education and controls work through the Senior Management Team to empower them to exercise full compliance. • Contingency Management: facilitate and support the development and management of contingency plans across critical GRC areas and related requirements (e.g. business continuity) and communicate these with senior management and the board where appropriate and required. <p><u>GRC Operational Management</u></p> <ul style="list-style-type: none"> • Core Sport GRC Management: Lead and oversee the GRC with regards to the core of the sport, especially leagues, player registrations, DBS and safeguarding, and that policies and processes are effective and fit for purpose at all levels to provide a reputable customer service. • Complaints & Appeals: Lead and oversee the processes and policies for the effective and efficient management of complaints and appeals across our core services and the rest of the organisation. • Office Management: Lead and oversee the development and management control of the office environment through the Business Manager including adherence to policies and processes to ensure an efficient and effective office environment is provided to maximise the welfare and productivity and of the team. • HR: Lead and oversee all related HR policies, protocols and compliance including contracts, job roles, performance appraisal compliance, inductions, annual leave and other HR matters. • IT & Data Integrity: Support the compliance with regards to all data and information particularly around security and controls where appropriate such as intellectual property, access and sharing of data. • Resource Management: support the Business Performance Director to ensure compliance and implementation of financial policies and procurement including authority levels and audits. <p><u>Team Management & Influence</u></p> <ul style="list-style-type: none"> • Continuous Improvement: develop a culture of continuous improvement across the team ensuring that appropriate controls are in place and adhered too and ones that actually enhance the efficiency and effectiveness of the team. • Team Management: Manage, coach, lead and develop a small team of staff to ensure the key accountabilities are delivered and liaise, communicate and where appropriate train other staff and external clients as necessary with our GRC processes, systems and policies. • Project Management: lead and manage time limited projects from time to time from concept through to design and implementation
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Sport England: liaison with our major funder regarding governance, risk and compliance • CEO, SLT staff & Board: providing reports, communications and performance management intelligence to manage internal relationships effectively with the Board, CEO and peers. • Internal Team: supporting internal department teams exchanging knowledge, reports and inputting into continual improvement strategies and processes



- **External Customers:** Manage the relationship with our external customers with regards to complaints and appeals ensuring appropriate communications and activities are delivered.

Person Specification

Experience, Knowledge & Skills	<p><u>Qualifications:</u> Degree level qualification or compensating work experience in a relevant business-related field. CIPD qualified.</p> <p><u>Experience:</u> Demonstrable experience of:</p> <ul style="list-style-type: none">✓ Governance Environment: working within a GRC environment within a corporate setting for at least 3 years across the key areas of internal operations, service delivery, IT, HR, resource management and legal.✓ HR Management and Development: experience of developing people and applying progressive HR policies and practice to comply with employment law and improve productivity✓ Policy Control Development: successful development of policies and controls to manage risks, compliance and audit requirements without hindering flexibility and creativity for growth✓ Process & System Development: development of processes and systems where appropriate to enable the effective, efficient and systematic risk management and monitoring of key GRC areas✓ DBS & Safeguarding: policies and processes along with regulatory requirements with regards to safeguarding and associated risk management✓ Continuous Improvement: effective review and implementation of improvement strategies around the delivery of GRC requirements✓ Supporting Senior Management & Board: successfully supporting senior management and/or board with regards to performance reporting and risk management of GRC issues and practices✓ Appeals & Complaints Management: success of managing customers and services regarding appeals and complaints using processes that provide the best possible customer experience.✓ Equality, Diversity and Inclusion: experience with handling HR cases to do with equality diversity and inclusion and experience with UK legislation.✓ Case Management: Experience of complex HR case management and a sound understanding of policy and process when handling cases. <p><u>Knowledge:</u> Knowledge of:</p> <ul style="list-style-type: none">✓ Governance, risk and compliance, HR/employment law, legal, regulatory and statutory requirements and good business case studies and practice <p><u>Personal Skills</u></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 changing and competing priorities✓ Resilience Under Pressure: Resilience and ability to work under pressure whilst maintaining excellent judgement to keep projects and partner relations on track.✓ Teamwork: Ability to work as a member of a team, with an understanding of what behaviours contribute to effective teamwork
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	<ul style="list-style-type: none"> ✓ Communications: Excellent interpersonal and communication skills demonstrating an ability to communicate at a senior level (including CEO, Directors and the Board) and relate to a wide range of people and organisations in the right appropriate format ✓ People Management: Ability to motivate, manage and lead others to work effectively using targets and appropriate delegation skills <p>Technical Skills</p> <ul style="list-style-type: none"> ✓ Assimilate Diverse Information: ability to assimilate diverse information and opinions and make appropriate judgement calls ✓ Attention to Detail: An eye for detail with the ability to pick out the 'golden nuggets' within mass data and intelligence sources ✓ Solution Development: Ability to anticipate issues, problem solve, manage ambiguity and make sound judgements on sensitive matters ✓ Delegation: Ability to effectively delegate and manage a multi-skilled team to deliver the required level and standard of services and programme delivery ✓ Project Management - Planning and managing large and complex projects with a track record in delivering targets ✓ 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 and sport • A flexible attitude to working, willing to work evenings and weekends • A commitment to equality, diversity and inclusion that's positively affects internal and external stakeholders