

# BASKETBALL ENGLAND JOB PROFILE



<b>JOB TITLE</b>	<b>CLUB AND COMMUNITY SUPPORT OFFICER</b>
<b>LOCATION</b>	Nationwide
<b>WORKING PATTERN</b>	Minimum 37.5 hours
<b>REPORTS TO</b>	Senior Relationship and Coordinator Manager
<b>RESPONSIBLE FOR</b>	-
<b>SALARY</b>	£22,500
<b>CONTRACT</b>	18 Months Fixed Term Contract

<b>PURPOSE OF ROLE</b>	<p>The post holder will work closely to support clubs, communities, committees, coaches and internal and external partners to co-ordinate the delivery of participation programmes, services and activities, to provide an engaging basketball experience so that people at all levels can access basketball and achieve their full potential.</p> <p>This is delivered in context of Basketball England’s mission to help the game recover from the impact of Covid. In particular, supporting the recovery of clubs and communities to provide participation opportunities for players, recruitment and development of coaches, officials and volunteers, engaging women and girls into basketball and supporting the development of 3x3 at a local level.</p>
<b>KEY ACCOUNTABILITIES</b>	<p><b>Project Delivery:</b> Work with the participation, membership, marketing and communications teams to implement and administer Basketball England participation and COVID recovery projects.</p> <p><b>Project Administration:</b> Support administrative responsibilities relating to the identified projects.</p> <p><b>Relationship Support:</b> Support the customer journey for participants, delivery partners and other key stakeholders for the identified programmes, ensuring good communication and project management principles are applied.</p> <p><b>Programme Development &amp; Co-ordination:</b> Deliver and coordinate planning, implementation, and monitoring of the identified programmes.</p>

<p><b>OPERATIONAL ACCOUNTABILITIES</b></p>	<p><b>Project Delivery:</b> to deliver the requirements of the participation projects.</p> <p><b>Communications:</b> delivery of frequent key messages and ongoing communications with all internal and external communications across all partners.</p> <p><b>Decision Making:</b> ability to make appropriate operational decisions to meet the programme objectives in liaison with your Line Manager and other teams across the business.</p> <p><b>Marketing Support:</b> To provide briefs and quality information to support the required campaign, marketing, communications and PR for the portfolio of programmes and related events.</p> <p><b>Service Delivery:</b> To co-ordinate the operational delivery of required services ensuring they are effective and fit for purpose to deliver our programmes successfully, enabling partners to be part of this where relevant</p> <p><b>Governance, Risk &amp; Compliance:</b> Abide by all of Basketball England’s rules, regulations and policies (Including but not limited to, Equal Opportunities &amp; Equity Policy; Safeguarding Policy; Code of Ethics &amp; Conduct; Anti-Doping, Anti-Betting, Anti-Corruption and Confidentiality).</p> <p><b>Other duties:</b> Any other duties as required by the line manager that are commensurate with the grade.</p>
<p><b>RELATIONSHIP MANAGEMENT</b></p>	<p><b>Internal Team:</b> Build relationships with teams across Basketball England to effectively support the operational delivery of all participation programmes and wider initiatives.</p> <p><b>Stakeholder Support:</b> building positive relationships with our stakeholders, including regional committees, clubs, coaches, officials, volunteers and key partners.</p> <p><b>Ambassador Support:</b> to provide advice, motivation and support to help the Ambassadors grow and develop to influence others to engage in the campaign</p>

# ROLE REQUIREMENTS

<b>EXPERIENCE, KNOWLEDGE &amp; SKILLS</b>	<p><b>Qualifications:</b> A degree in a relevant subject or compensating work experience in a relevant, related field.</p> <p><b>Experience:</b> Demonstrable experience of:</p> <ul style="list-style-type: none"><li>✓ <b>Project Development / Management:</b> experience developing or supporting the development of participation initiatives, preferably for an NGB or third-sector organisation.</li><li>✓ <b>Relationship Management:</b> building trust and strong relationships with a range of stakeholders internally and externally, potentially including BE staff and volunteers.</li><li>✓ <b>Monitoring and evaluation:</b> Managing the operational evaluation and data analysis of talent programmes.</li><li>✓ <b>3x3 Knowledge and understanding:</b> An understanding of the 3x3 format and culture.</li><li>✓ <b>Officiating &amp; Coaching:</b> Good knowledge of existing basketball officiating and coaching structures and qualifications in England.</li><li>✓ <b>Relationship Management:</b> Building trust and strong relationships internally and externally, ability to anticipate risks and manage stakeholder expectations.</li><li>✓ <b>Customer Support:</b> Ability to adapt and deliver support services to a growing volunteer network that is effective and efficient for the customer</li><li>✓ <b>Women &amp; Girl's Programmes:</b> Understanding of the women and girl's market for engaging in sport</li></ul> <p><b>Personal Skills:</b></p> <ul style="list-style-type: none"><li>✓ <b>Confident &amp; Motivated:</b> Confident with a high degree of self-motivation and initiative.</li><li>✓ <b>Mental Agility &amp; Initiative:</b> Excellent mental agility with the ability to use own initiative to self-organise, plan and work effectively, taking account of daily changing and competing priorities.</li><li>✓ <b>Quality Work at Speed:</b> A proven ability to produce high quality work and meet deadlines at speed and under pressure.</li><li>✓ <b>Teamwork:</b> Ability to work as a member of a team, with an understanding of what behaviours contribute to effective teamwork. Appreciation of the significance of confidentiality.</li></ul>
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	<ul style="list-style-type: none"> <li>✓ <b>Communications:</b> 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.</li> <li>✓ <b>Solution Development:</b> Ability to anticipate issues, problem solve, manage ambiguity and make sound judgements on sensitive matters.</li> <li>✓ <b>Time Management:</b> Ability to multi-task and prioritise work.</li> </ul> <p><b>Technical Skills:</b></p> <ul style="list-style-type: none"> <li>✓ <b>Attention to Detail:</b> An eye for detail with an ability to maintain a high level of accuracy in preparing and entering information.</li> <li>✓ <b>Advanced ICT:</b> Significant advanced expertise in the use of Microsoft packages (word, excel, PowerPoint) and other related ICT software.</li> <li>✓ <b>Numeracy &amp; Literacy:</b> Excellent numeracy, literacy, spelling and presentation in typewritten and other work.</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• A genuine interest in basketball / sport.</li> <li>• Passionate about people and helping to build great teams and culture.</li> <li>• A flexible attitude to working, willing to work evenings and weekends as a result of the nature of the role and event timings.</li> <li>• Job offers will be subject to completion of a satisfactory, current Basketball England DBS check and completed every three years.</li> </ul>