



# BASKETBALL ENGLAND JOB PROFILE

<b>JOB TITLE</b>	<b>DELIVERY ADMINISTRATOR – LEAGUE AND COMPETITIONS</b>
<b>LOCATION</b>	<b>Nationwide</b>
<b>WORKING PATTERN</b>	<b>Minimum 37.5 hours – occasional travel and out of office hours and weekend work maybe required.</b>
<b>REPORTS TO</b>	<b>Senior Delivery Manager</b>
<b>SALARY</b>	<b>£20,500</b>
<b>CONTRACT</b>	<b>Permanent</b>

<b>PURPOSE OF ROLE</b>	<p>To administer the day-to-day operational administration tasks of a very busy department, that covers all aspects of leagues, competition, and events for Basketball England.</p> <p>The role will cover all aspects of Game Management administration, the role is within the Game Delivery Department and will require working closely with colleagues across multiple departments to meet the needs of leagues, competitions and events.</p> <p>A key focus of the role is the day-to-day administration of the National Basketball League (NBL) where 100s of teams and over 11,000 participants compete each season.</p> <p>Other areas of work will include the administration of other competitions including Academy Leagues, Dynamik School Championships, Jr. NBA, Mini Basketball, 3x3 and supporting the organisation and delivery of Basketball England events.</p> <p>The role is predominantly administrative but will also include supporting the review and improvement of systems, rules and regulations and the processes in place to increase efficiency and contribute to Basketball England's vision, goals and objectives.</p>
<b>KEY ACCOUNTABILITIES</b>	<p><b>Game Management:</b> Provide basketball game administration on a day-to-day basis which covers all aspects of competition and fixture management, for various leagues and competitions under Basketball England jurisdiction.</p> <p><b>Relationship support:</b> To communicate effectively with key stakeholders in the game plus clubs and team administrators, players, coaches, officials and other volunteers in the game.</p>

	<p>Membership and licensing administration: Provide key administrative duties during the season for licencing of participants for various leagues and competitions, plus support with FIBA player administration.</p> <p><b>Administrative Services:</b> Provide daily efficient and effective administrative support for this department and the organisation where required. This includes being accessible on email and phone calls throughout the day.</p> <p><b>Complaints Management:</b> Manage Game type customer queries and complaints in line with internal policies.</p> <p><b>Event support:</b> Provide administrative support for the organisation and delivery of all Basketball England events across the various areas of the business.</p>
<p><b>OPERATIONAL ACCOUNTABILITIES</b></p>	<p><b>Project Administration Delivery:</b> deliver on time, administrative projects where required.</p> <p><b>Operational Processes, Systems &amp; Tools:</b> ensure efficient and effective services internally and externally. for leagues, competition and events.</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>

# 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> <b>Demonstrable experience of:</b></p> <ul style="list-style-type: none"><li>• <b>Game Management:</b> previous experience with daily league, competition, and event administration.</li><li>• <b>Membership licencing:</b> A good understanding of BE player licencing, eligibility and understanding of FIBA processes.</li><li>• <b>Customer service:</b> Excellent communication skills, can communicate effectively through email and on telephone conversations. Dealing with customers and BE members on a day-to-day basis for all aspects of the Game Department.</li><li>• <b>Resolution management:</b> Previous experience of resolving issues in the first instance and understands how to escalate matters further.</li><li>• <b>Policy adherence:</b> Previous experience of following competition rules and regulations. Understands the importance of rules and regulations, governance and policy adherence.</li><li>• <b>Stakeholder Management:</b> Building trust and successful strong relationships, ensuring effective promotion of the organisation.</li><li>• <b>Event experience:</b> working and supporting events</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 strategic 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.</li><li>• <b>Communications:</b> Excellent interpersonal and communication skills, demonstrating an ability to communicate upwards to a senior level 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</li></ul>
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	<p>sensitive matters.</p> <ul style="list-style-type: none"> <li>• <b>Attention to Detail &amp; Personal Organisation:</b> High level of demonstrable attention to detail and personal organisation to ensure prioritisation, time management and all outputs of work are of the highest standards.</li> <li>• <b>Customer Service:</b> Excellent ability to demonstrate high levels of customer service and to motivate others to put the customer at the centre of all delivery.</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>