

# BASKETBALL ENGLAND JOB PROFILE



<b>JOB TITLE</b>	<b>PROGRAMME CO-ORDINATOR</b>
<b>LOCATION</b>	London
<b>WORKING PATTERN</b>	Minimum 37.5 hours
<b>REPORTS TO</b>	Programme Manager
<b>SALARY</b>	£28,000
<b>CONTRACT</b>	Fixed Term Contract (until 30 <sup>th</sup> June 2025)

<b>PURPOSE OF ROLE</b>	<p>To support the effective delivery of London Coaches Programme Programme and all related resources, partnerships and support required to be successful.</p> <p>Supporting the Programme Manager to recruit, educate, develop and deploy young coaches in the Greater London Region to create better employability conditions for them in their future.</p> <p>This role requires the successful candidate to be able to support a wide range of strategic and local partners, clubs, schools etc and create resourceful structured and informal opportunities for people to learn, grow through their community basketball experiences.</p>
<b>KEY ACCOUNTABILITIES</b>	<p>Support the management and the deployment of tutors, mentors and recruitment and accreditation of delivery partners, hosting bodies and activators to ensure continued growth.</p> <p>Provide administrative support for the delivery of London Coaches Programme to deliver the partner expectations and related KPIs and targets from a basketball perspective. Tracking the coaches and the subsequent engagement in the programme.</p> <p>Monitoring &amp; Evaluation by Providing admin support to monitor, report and track activations, participation and other KPI's.</p> <p>Support the customer journey for coaches, mentors, delivery partners and other key stakeholders for the identified programme, ensuring delivery partners and activators have the tools needed to provide a great experience for all.</p> <p>Use our national campaign (Game Time) to help promote the London Coaches Programme.</p>

**OPERATIONAL  
ACCOUNTABILITIES**

**Coach Engagement:** Supporting coaches, mentors and other partners within the programme.

**Service Delivery:** To co-ordinate the operational delivery of required services ensuring they are effective and fit for purpose to deliver the programme successfully.

**Communications:** Supporting the delivery of frequent key messages and ongoing communications with all internal and external communications across all partners.

**Marketing Support:** To provide briefs and quality information to support the required campaign, marketing, communications and PR for the programme and related events.

**Relationship Building:** Build relationships and collaborate with key partners and local communities.

**Insight & Development:** Support the implementation and management of data collection through Basketball England platforms to maximise learning and understanding to inform future delivery.

**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).

**Other duties:** Any other duties as required by the line manager that are commensurate with the grade.

# ROLE REQUIREMENTS

<b>EXPERIENCE, KNOWLEDGE &amp; SKILLS</b>	<p><b>Qualifications:</b> Previous work experience in a relevant, related field.</p> <p><b>Experience:</b> Demonstrable experience of:</p> <ul style="list-style-type: none"><li>✓ Experience of providing a customer focused administrative service, managing customer/stakeholder enquiries.</li><li>✓ Project Support: experience supporting different projects.</li><li>✓ Ability to work effectively independently and collaboratively, on projects and as part of a team, handling several projects simultaneously, ensuring deadlines are met and accuracy is maintained.</li><li>✓ Ability to effectively manage relations with a variety of stakeholders both internal and external to Basketball England.</li><li>✓ Good oral and written communication skills, with good attention to detail and experience of dealing with customers either by phone, e-mail or face to face.</li><li>✓ Target driven approach with the ability to meet outlined KPI's.</li></ul> <p><b>Personal Skills:</b></p> <ul style="list-style-type: none"><li>✓ Confident &amp; Motivated: Confident with a high degree of self-motivation and initiative.</li><li>✓ Mental Agility &amp; 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 priorities.</li><li>✓ Quality Work at Speed: A proven ability to produce high quality work and meet deadlines at speed and under pressure.</li><li>✓ Teamwork: 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><li>✓ Communications: 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>✓ Solution Development: Ability to anticipate issues, problem solve, manage ambiguity and make sound judgements on sensitive matters.</li><li>✓ Time Management: Ability to multi-task and prioritise work.</li></ul>
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	<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</li></ul>