

# BASKETBALL ENGLAND JOB PROFILE



<b>JOB TITLE</b>	<b>TALENT DELIVERY OFFICER</b>
<b>LOCATION</b>	<b>Remote</b>
<b>WORKING PATTERN</b>	<b>Minimum 37.5 hours - regular travel and out of office hours and weekend work required</b>
<b>REPORTS TO</b>	<b>Talent Programme and Pathway Manager</b>
<b>SALARY</b>	<b>£25,000</b>
<b>CONTRACT</b>	<b>Permanent</b>

<b>PURPOSE OF ROLE</b>	<p>Playing a key role in Basketball England's Talent Pathway, the Talent Delivery Officer is an administrative position to support the delivery of a single, unified BE talent system and be an initial point of contact for people so that they can operate effectively within it.</p> <p>This role requires the successful candidate to be able to collaborate and coordinate with a wide range of partners and to be able to drive forward the Talent Pathway through the following programmes: Aspire Programme, England Talent Programme, England Development Programme and other programmes that fall within the Talent Pathway.</p> <p>Responsible for scheduling talent programme work, coordinating the player pathway programmes and systems related to coaching, club input and the broader workforce, training camps, Aspire Programme, England Talent Programme, England Development Programmes and communications with partners, talent staff and organisations;</p>
<b>KEY ACCOUNTABILITIES</b>	<p><b>Talent Pathway Support:</b> To support the delivery of the talent programmes for staff and volunteers involved from application to delivery.</p> <p><b>Operational Delivery of Talent Programmes:</b> Co-ordination of volunteers on programmes, regular liaison with line manager, support with recruitment, evaluating programmes.</p> <p><b>Relationship Management:</b> To be a link between the Customer Service Team and Talent Team, in order to maintain excellent working relationships. To manage the day-to-day functions of the</p>

	<p>CRM system (Customer Relationship Management) in relation to talent programmes.</p>
<p><b>OPERATIONAL ACCOUNTABILITIES</b></p>	<p><b>Administrative Services:</b> Provide efficient and effective administrative support for the Talent Team, including data entry and processing.</p> <p><b>Operational Process Improvements:</b> Contribute to the continual drive to improve processes and systems within the Talent Team, to ensure the smooth and efficient operation of the team.</p> <p><b>Project Delivery:</b> to deliver the requirements of the Talent Pathway Programmes.</p> <p><b>Communications:</b> delivery of effective communication of programmes, dates, and deadlines with all internal and external partners.</p> <p><b>Decision Making:</b> ability to problem-solve in support of the talent team objectives, including liaison with your Line Manager and other teams across the business.</p> <p><b>Marketing Support:</b> To support the talent team in the provision of briefs and quality information as and when required. Promotion of all related campaigns via all social media platforms, 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.</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>

# ROLE REQUIREMENTS

<b>EXPERIENCE, KNOWLEDGE &amp; SKILLS</b>	<p><b>Qualifications:</b> A-level qualification 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>Talent Programmes:</b> an understanding of the talent programmes at BE and the ability to support the day to day delivery of talent systems and player pathway programmes.</li><li>✓ <b>Relationship Development:</b> building trust and strong relationships with a range of stakeholders internally and externally, including BE staff and volunteers.</li><li>✓ <b>Evaluation of Talent systems:</b> coordinating the annual evaluation and analysis of data pertaining to all talent programmes.</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>Process improvement:</b> Identifying and implementing improvements to increase efficiency and customer satisfaction.</li><li>✓ <b>Project Delivery:</b> High-volume administration projects delivered to tight timescales.</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>Highly organised:</b> Ability to manage competing tasks and changing priorities, through effective time management.</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 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 an effective member of the BE team, with an understanding of what behaviours contribute to effective teamwork.</li><li>✓ <b>Solution Development:</b> ability to anticipate issues and problem solve.</li><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</li></ul>
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	<p>are of the highest standards.</p> <ul style="list-style-type: none"> <li>✓ <b>Customer Service:</b> 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>Communications:</b> Excellent interpersonal and communication skills demonstrating an ability to communicate to a wide range of people in the right appropriate format.</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>• Shared goal/winning team mindset.</li> <li>• Understanding of how to get talent and sports performance results through people and systems.</li> <li>• A flexible attitude to working, willing to work evenings and weekends.</li> <li>• Job offers will be subject to completion of a satisfactory, current Basketball England DBS check and completed every three years.</li> <li>• Passionate about people.</li> </ul>