

Job Title:	Switched On Programme Manager
Based at:	Home based, but with expectation of travel
Reports to:	Athlete Services Manager
Salary:	£30,000-£34,000 per annum plus benefits
Hours:	Full time (35 hours per week)
Contract:	Fixed term 12 months but with the aspiration to make permanent

About Switch the Play Foundation

Switch the Play Foundation is the UK's only charity dedicated to supporting all sportspeople to successfully transition to life outside sport. We empower sportspeople to be their best through sport by providing a range of person-centred services, training, wellbeing and transition support. This is an exciting time for us. Having operated as a social enterprise since 2014 and built a strong reputation for delivery, in early 2020 Switch the Play converted to charitable status to enable us to reach and support more athletes through our work. We have ambitious growth plans for the future and, as the charity enters the next phase of its development, we now have an opportunity to hire a Programme Manager who will play a critical role in helping us to achieve those ambitions.

Purpose of the Role

The Switched On Programme Manager will work closely with the Athlete Services Manager to develop and manage the charity's Switched On Community – one of the charity's primary service offerings for athletes to receive personal development and transition support. They will be responsible for the planning, development, quality assurance and oversight of the Switched On Community with the overarching purpose of supporting the personal development and career transition planning for athletes.

Switched On is the charity's 'front door' for individual athletes to receive support. The service offer is free for athletes. The current service offering includes:

- Personalised Discovery Call for all members framed around Switch the Play's 'Athlete Transition Bridge' (that has been modelled on the wellbeing life wheel).
- Access to content, resources and support under each of the pillars of the Transition Bridge. This includes 'Inspires', an online platform and home for content.
- Access to free coaching and mentoring support, with athletes matched to an experienced coach/mentor to support their personal development journey.
- Access to bespoke personal development programmes, e.g. our Women in Sport Mentoring programme.
- Access to career pathways support including insight days, industry experts, and internships.
- A personalised psychological care pathway for athletes in need of additional mental wellbeing help to access therapeutic support.
- The chance to be part of smaller sub sets of athlete communities creating a forum for ongoing peer to peer support.

The postholder will be responsible for managing partnerships with organisation's delivering services within Switched On as well as a team of associate deliverers ('Team Mates'), who deliver coaching and mentoring support through Switched On.

What we are looking for

The new Switched On Programme Manager will be joining a small and ambitious team and will have an exciting opportunity to play a key role in helping to make a significant difference to supporting the personal development and positive transition of athletes to life outside of sport. We are looking for somebody who:

- Is a self-starter, happy to work both autonomously and collaboratively and lean into the work required.
- Is highly motivated, visionary, and innovative.
- Ideally has experience in competitive sport at a high level.
- Ideally has experience of working in a learning and development role.
- Has excellent project management skills.
- Has empathy with the life of an elite athlete and/or the experiences of career transition (in sport or other sectors).

Our offer to you

Switch the Play Foundation is driven by a strong sense of purpose, so this is a great role for somebody who wants to work in a purpose driven organisation striving to make a positive difference to people's lives and underpinned by a strong set of values. This emphasis on creating a positive culture and working environment is highlighted through our [Team Code](#) which we seek to live through all our interactions with colleagues and external stakeholders.

The role is home based and offers opportunities for flexible working. We have a small but hard-working team that care about the cause and recognise the value in great teamwork to help us achieve our goals.

We are a growing and developing charity and this role offers stimulating opportunities for continued professional development. The role holder will have excellent opportunities to further grow through delivering the role, through exposure to an extensive network, and through a formalised learning and development offer.

Switch the Play Foundation is committed to creating a safe working environment. All recruitment is undertaken in line with our Safer Recruitment Policy. We are committed to Equal Opportunities for all and welcome applications from all suitably qualified individuals regardless of race, gender identity, biological sex, disability, religion/belief, sexual orientation or age. The successful candidate will be required to undergo an Enhanced DBS Check and operate in line with our Safeguarding Policy.

To apply please send a **cover letter and copy of your cv** to recruitment@switchtheplay.com. Please confirm your current salary or salary expectations as part of your application. We are also happy for candidates to submit additional information about their suitability for the role through a video or by creating a Wake via <https://wakelet.com>. Applications submitted without a cover letter will be unable to be accepted.

Closing date for applications: Midday on Tuesday 30th April.

Interviews to be held week commencing: 6th May.

Key Responsibilities and Accountabilities:

1. Development of the **Switched On Strategy** including:
 - Taking ownership for and building a clear vision for the evolution of Switched On as a pivotal service for sportspeople, ensuring that the service offer is focused on meeting the needs of sportspeople at the different stages of their sporting careers.
 - Connecting with other aspects of the charity's overall strategy including learning and development programmes and fundraising plans.
2. Creating and managing a **plan for the delivery of the strategy** including:
 - Building out the service offer under the different pillars of the Switch the Play 'Athlete Transition Bridge' (modelled on the wellbeing life wheel). This includes purpose and identity, mental wellbeing, social wellbeing, physical wellbeing, personal growth, occupational wellbeing, and financial wellbeing.
 - Ensuring there is a clear content plan for the development of resources aligned to each of the pillars of the 'Athlete Transition Bridge.' Ensure that content, resources and opportunities are regularly updated via the 'Inspires' platform.
 - Exploring the development of an alumni for those athletes who have been part of the community but are no longer active beneficiaries.
3. **Managing the delivery budget** for Switched On liaising regularly with the CEO to ensure it is agile to meet changing requirements.
4. Work with the Athlete Services Manager to develop a **coherent communications and messaging plan** for how to promote Switched On to athletes. This includes:
 - Articulating a clear value proposition to sportspeople that recognises the nuances of different stages in the athlete career journey and different sporting contexts.
 - Liaising with national governing bodies, Leagues, player associations, clubs and other sporting bodies regarding the value that Switched On can provide to support athlete members, employees.
5. Work with the Athlete Engagement Manager regarding the effective **on-boarding of new members** to the Switched On Community. This includes:
 - Ensuring the offer maintains its personalised approach whilst efficiently connecting athletes to a relevant support plan for their needs.
 - Ensuring a consistent process for **Discovery Calls** centred on the 'Athlete Transition Bridge.'
 - Whilst not a primary function of the role, the postholder would be expected to have the skills and aptitude to undertake some Discovery Calls as part of their role. This would be to provide additional capacity as required but also an important means of directly connecting with beneficiaries.
6. Support the Athlete Services Manager in **building an engaged and supported group of Team Mate Mentors** to provide impactful coaching and mentoring support for athletes.
7. Liaising with the charity's 'Mental Wellbeing lead' on the effective operation of the **Psychological**

Care Pathway which provides professional counselling support to athletes who are at risk/suffering with poor mental health.

8. Identifying new, managing and overseeing existing **third-party service providers** for Switched On and ensuring they align with the charity's values and deliver high quality support for athletes. This includes:
 - Development of new **career pathway opportunities** for athletes based on the principles of 1. Needs led, 2. Values alignment with corporate partners, and 3. Allowing athletes to explore and 'try before they fly.'
9. Work with colleagues to ensure that there are **effective operational processes** that support a positive and impactful experience for athletes.
 - Ensuring that there is a clearly understood athlete journey through Switched On including process mapping the athlete experience and the internal support processes. This includes CRM, data capture, internal reporting and communications.
10. Provide **quality assurance** for the services under Switched On including:
 - Ensuring service standard expectations for athletes are met.
11. Ensure **impact and learning** are at the heart of the approach:
 - Manage charity development tracking systems and dashboards relating to beneficiary feedback and impacts.
 - Ensure effective completion of feedback surveys from beneficiaries and service users.
 - Embrace a learning approach to the evaluation of the charity's service delivery to support sense making and learning regarding what is working and why.
 - Beneficiary data and case studies are developed to highlight the impact of Switched On for individuals.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve charity objectives.

Key Relationships:

The postholder is expected to be an excellent communicator skilled at developing relationships with a diverse group of people. The following are identified as the primary stakeholder groups linked to the role:

- The other members of the charity's core Athlete Services Team.
- Sporting bodies including clubs, NGBs, leagues, clubs and player associations.
- Current and former sportspeople – existing and prospective Switched On members.
- Foundation 'Team Mates' – the wider delivery team of 'associates.'
- Third Party Service Delivery Partners.

Skills and Experience:

We are ideally seeking a candidate with relevant work experience and professional practice in areas such as programme or project management, athlete lifestyle management, or education and training.

Whilst not essential some demonstrable prior experience / understanding of working in a performance sport environment would be advantageous. Qualifications and prior academic achievements are also recognised as important and will help define the programme of learning and development (see below).

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ● Interpersonal skills, with the confidence to deal with people at all levels both internally and externally. ● Outgoing and confident, with great verbal and written communication skills. ● Flexible, resilient and self-motivated, whilst also a good team player. ● Able to manage and prioritise a busy workload with excellent organisation and planning skills and attention to detail. ● IT literate, and fully conversant with Google Workspace and Microsoft office packages. ● Positive, proactive approach and attitude, using initiative to get things done. ● Strong project management and analytical skills. 	<ul style="list-style-type: none"> ● Influencing and negotiating skills.
Knowledge & Experience	<ul style="list-style-type: none"> ● Sporting transitions and supporting sportspeople with their personal development and future planning. ● Relationship Management. ● Project management. ● Different data collection methodologies, analysis and reporting to multiple stakeholders. ● Development of training materials and services. 	<ul style="list-style-type: none"> ● Safeguarding process and policies and how to implement them. ● Customer Relationship Management systems, including Salesforce. ● Marketing and communications, including social media engagement and the content management of websites; ● Managing budgets, financial planning and forecasting. ● The landscape of performance sport, including Olympic/Paralympic sport, professional sport, semi-professional sport and athlete development pathways for young sportspeople.
Qualifications,		<ul style="list-style-type: none"> ● A valid driving license.

	Essential	Desirable
certifications and training (relevant to the role)		<ul style="list-style-type: none"> • A qualification relating to sportsperson personal development. • Project Management. • Degree level. • Mental Health First Aid or equivalent.
Statutory, legal or special requirements	<ul style="list-style-type: none"> • A passion for sport and a drive to improve the support available for sportspeople. • Commitment to the Switch the Play Foundation values and team code. • Be able to work some evenings and weekends where charity needs require. • Satisfactory Enhanced Disclosure and Barring Service check. • Right to work in the UK. 	