

Job Title:	Athlete Services Manager
Based at:	Home based, but with expectation of travel
Reports to:	Chief Executive
Salary:	Competitive and commensurate with skills and experience
Hours:	Full time (35 hours per week)
Contract:	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 an Athlete Services Manager who will play a critical role in helping us to achieve those ambitions.

### **Purpose of the Role**

The Athlete Services Manager will work closely with the Chief Executive to oversee a programme of high quality and impactful services in line with the identified needs of athletes. They will be responsible for the planning, development, quality assurance and oversight of the Athlete Services offer with the overarching purpose of supporting the personal development and career transition planning for athletes.

The postholder will be responsible for line managing a small staff team as well as a team of associate deliverers, for scheduling and coordinating service delivery with sporting bodies, and for managing key contracts.

### **What we are looking for**

The new Athlete Services Manager will be joining a small and ambitious team and so will need to be a self-starter, happy to work both autonomously and collaboratively and lean into the work required. They 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 a highly motivated, visionary, and innovative individual, ideally with experience in competitive sport at a high level, alongside experience of working in a learning and development role and excellent project management skills. It is important that the applicant understands and has empathy with the life of an elite athletes and the experiences of transition beyond a sporting career.

### **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](mailto: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: **Wednesday 1<sup>st</sup> March 2023.**

Interviews to be held week commencing: **6<sup>th</sup> or 13<sup>th</sup> March 2023.**

## **Key Responsibilities & Accountabilities:**

### **1. Athlete Services Strategy and Operational Management** including:

- Working with a range of stakeholders to ensure that the charity's service offer is focused on meeting the needs of sportspeople at the different stages of their sporting careers. Stakeholders include beneficiaries, the Athlete Engagement team, Associates and Athlete Services Advisory Board members
- Manage the development and delivery of Switched On (athlete membership network), masterclass delivery and mental health support services. This includes the scheduling and organisation of service delivery for sportspeople.
- Project manage specific service delivery contracts and partnerships.
- Manage financial processes relating to service delivery, e.g. developing and overseeing adherence to cost plans, logging payments.
- Monitoring quality assurance of service delivery through the charity's Minimum Operating Standards.

### **2. 'Switched On' Membership Services** including:

- Manage the 'Switched On' membership network overseeing liaison with the Switched On community of sportspeople. This includes establishing protocols for community support, content distribution, and digital engagement to build trust and ensuring a personalised, bespoke and tailored offer to beneficiaries;
- Ensuring the beneficiary journey from interest to accessing services is effective so that people receive the personalised support that they need.

- Management and coordination of online platforms ('Switched On Inspires') to ensure content, resources and opportunities are regularly updated according to need, and taking the necessary steps to drive member engagement in the platform.
- Overseeing regular communications with members through the most appropriate channels.

### **3. People and relationship management** including:

- Manage relationships with key stakeholders that relate to delivery of services to sportspeople, e.g. the Premier League Life Skills programme.
- Represent the charity with external sporting stakeholders.
- Line Management responsibility for two Athlete Engagement Managers
- Lead on the recruitment and line management of a Foundation Placement Student, supporting them in their personal development.
- Manage a team of Associates who include masterclass deliverers, coaches/mentors, mental health experts, researchers and consultants.
- Provide overall coordination for the Athlete Services Advisory Board.
- Regular liaison with volunteers associated with the charity including the Board of Trustees and Advisory Board members.

### **4. Customer Relationship Management** including:

- Manage a database of contacts through the charity's CRM system (Salesforce), ensuring ongoing compliance with GDPR.

### **5. Measurement, Evaluation and Learning**

- 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.

### **6. Charity Planning and Governance** including:

- Contribute towards strategic planning of the long-term vision, mission and objectives of the charity.
- Contribute to the charity's operational planner, risk register and financial forecasts in liaison with the CEO and Head of Partnerships.
- Provide secretarial support to ensure the effective operations of the Board of Trustees. This includes scheduling meetings, preparation of board papers, minutes and action notes.
- Responsibility for effective implementation of the Safeguarding policy working alongside the CEO and designated Safeguarding lead on the Board of Trustees.
- Ensuring all legal and statutory requirements are fulfilled, in collaboration with the CEO.

### **7. Marketing and Communication**

- Support the implementation of a marketing and communications plan that engages sportspeople, key stakeholders, donors and supporters of the charity.
- Lead on the development of content that will be used to engage target audiences.
- Content management responsibility for the website (Umbraco) and contribute to social media platforms.

**8. Fundraising support.** Whilst this is not a fundraising role the postholder will be expected to contribute towards the overall fundraising strategy including:

- Support fundraising colleagues through the provision of insights and impact data for funding bids and reports.
- Supporting and promoting fundraising events and other fundraising campaigns.

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:**

- Foundation Trustees
- Foundation Associates and Service Delivery Partners
- Sporting bodies including clubs, NGBs, and player associations
- Current and former sportspeople.
- Foundation Advisory Boards
- Charitable Partners.

**Experience:**

We are ideally seeking a candidate with relevant work experience and professional practice in areas such as project and operations management, education and training, and/or high performance sport. 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"> <li>• Interpersonal skills, with the confidence to deal with people at all levels both internally and externally</li> <li>• Outgoing and confident, with great verbal and written communication skills</li> <li>• Flexible, resilient and self-motivated, whilst also a good team player</li> <li>• Able to manage and prioritise a busy workload with excellent organisation and planning skills and attention to detail</li> <li>• IT literate, and fully conversant with Google Workspace and Microsoft office packages.</li> <li>• Positive and proactive approach and attitude, using initiative to get things done</li> <li>• Strong project management and analytical skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Influencing and negotiating skills</li> </ul>

<p>Knowledge &amp; Experience</p>	<ul style="list-style-type: none"> <li>• Sporting transitions and supporting sportspeople with their personal development and future planning.</li> <li>• Safeguarding process and policies and how to implement them.</li> <li>• Managing people (in both paid and voluntary roles).</li> <li>• Project management.</li> <li>• Different data collection methodologies, analysis and reporting to multiple stakeholders.</li> <li>• Development of training materials and services.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Relationship Management systems, including Salesforce and MailChimp;</li> <li>• Marketing and communications, including social media engagement and the content management of websites;</li> <li>• Managing budgets, financial planning and forecasting.</li> <li>• The landscape of performance sport, including Olympic/Paralympic sport, professional sport, semi-professional sport and athlete development pathways for young sportspeople.</li> </ul>
<p>Qualifications, certifications and training (relevant to the role)</p>		<ul style="list-style-type: none"> <li>• A valid driving license</li> <li>• A qualification relating to sports person personal development</li> <li>• Project Management</li> <li>• Degree level</li> <li>• Mental Health First Aid</li> </ul>
<p>Statutory, legal or special requirements</p>	<ul style="list-style-type: none"> <li>• A passion for sport and a drive to improve the support available for sportspeople</li> <li>• Flexible and open-minded</li> <li>• Commitment to the Switch the Play Foundation values and team code</li> <li>• Be able to work some evenings and weekends where charity needs require</li> <li>• Satisfactory Enhanced Disclosure and Barring Service check</li> <li>• Right to work in the UK</li> </ul>	