

Job Title:	Athlete Engagement Manager
Based at:	Home based, but with expectation of travel
Reports to:	Chief Executive
Salary:	£25,000-£30,000 pro rata (giving a take home salary of c. £15,00-£18,000 for 3 days per week)
Hours:	Part Time 0.6 full time equivalent / 21 hours per week
Contract:	Permanent

PURPOSE – JOB ADVERT

This is an exciting time for Switch the Play Foundation. 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. Having spent the past year converting to this new approach, Switch the Play Foundation now has an opportunity to hire an Athlete Engagement Manager to work closely with the Chief Executive to drive further development and growth by ensuring engagement with even more athletes and sporting stakeholders.

The successful candidate will be responsible for planning, supporting and leading activities to engage sportspeople with the services offered by the Foundation. They will be responsible for helping to grow our Switched On membership and ensuring the highest standard of support is offered to help sportspeople. As such, they will be a key point of contact to help manage positive and collaborative relationships with sporting organisations.

Given Switch the Play Foundation is currently in a period of growth, the new Athlete Engagement 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, whilst ensuring all are respectful of their part-time status. 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 sports people to life outside of sport, as well as stimulating opportunities for continued professional development enabling the role holder to further grow. The role is advertised as part time (0.6 full time equivalent) but with the scope to grow into a full time position.

We are looking for a highly motivated, visionary, and innovative individual, ideally with a strong background in competitive sport at a high level. It is important that the applicant has an understanding of, and empathy with, the life of an elite sportsperson and the experiences of transition beyond a sporting career and applications are encouraged from those with a competitive sporting background, even if they have little additional experience outside of this.

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. 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>.

Closing date for applications: 5pm on Monday 25th October.

Interviews to be held week commencing: 15th November.

JOB DESCRIPTION

Responsibilities

The day-to-day role of the Athlete Engagement Manager will involve:

Athlete Relationships and Switched On membership

- To champion Switch the Play Foundation to sportspeople, providing a key point of contact across all sports and the different stages of sporting career.
- In partnership with the Operations Manager build the value proposition for the Switched On membership offer based on the insights around need.
- To grow both the number and engagement of members in services offered.
- Working closely with the Operations Manager to help manage the Switched On one-to-one support to understand members as individuals identifying their needs and beginning their personalised journey of support via Switched On.
- Work collaboratively with the Operations Manager to ensure that all Support Associates are given adequate support and guidance in their roles offering personalised one-to-one support to members.
- To help promote opportunities for sportspeople to access specific opportunities to support their personal development including bursaries or personal development programmes such as the Life Beyond Sport Bootcamp.
- Establish, maintain and connect with the various referral networks available. Help to identify where there may be gaps in terms of referral/signposting pathways based on identified needs of athletes.

Stakeholder Relationships

- To inform and execute Switch the Play Foundation's stakeholder engagement plans.
- To be a key relationship manager with National Governing Bodies, clubs, leagues, player unions and associations, and other key industry stakeholders, helping to build positive, collaborative and mutually beneficial engagement with stakeholders across sports.
- To broker opportunities for the delivery of Switch the Play Foundation services via key stakeholder relationships.
- To work closely with our Athlete Services Advisory Board to ensure the charity is supporting a positive volunteering experience and capitalising on the skills and expertise that they bring.
- To positively represent Switch the Play Foundation in industry forums and conferences, in line with our core values.

Service development

- To identify and monitor current thinking and best practice trends for personal development and transition support for sports people and use this insight to help inform the service offer of Switch the Play Foundation, either directly delivered or commissioned via third parties.
- To support the design and implementation of Athlete Services including the delivery of masterclasses and other bespoke interventions within the sports environment.

Miscellaneous

- To support in the development of case studies and testimonials of the impact that the charity has had for individuals who work with us.
- To maintain the highest standard of professional conduct at all times with stakeholders and colleagues.
- Liaise regularly with colleagues to ensure an up-to-date knowledge and understanding of programmes, impacts, outcomes and potential.
- Working with our marketing and communications lead to ensure we use media effectively to create and deliver insightful and engaging communications and drive key messaging to target audiences.

Key skills

Key skills you will need include:

- Exceptional verbal and written communication skills.
- Strong interpersonal and networking skills - ability to represent an organisation's vision, strategy and activity at high levels with the confidence to galvanise the support of others.
- Ability to engage and influence thinking.
- Research skills - you will need to be good at researching and devising strategies related to your core responsibilities, as well as spotting and taking advantage of opportunities
- Strong presentation skills.
- Team working abilities - you need to be adept at working with others, whether they be internal colleagues, or partners.
- IT Literate including database management.
- Self-starter— able to develop and deliver on plans with minimal direction; proactive and confident in using own initiative and prioritising workloads.
- Creative thinking and problem solving.

Experience

We are looking for somebody who can demonstrate:

Essential:

- A detailed understanding of and empathy with the unique challenges and opportunities faced by sports people across their sporting career is required.
- Experience of developing and managing relationships.

Desirable:

- Experience of working in high performance sport, either as an athlete or support staff member.
- Relevant Welfare, Safeguarding, Mentoring/Coaching training qualifications (training can be provided as part of the role).
- Knowledge of the structure of high-performance sport in the UK.
- Experience of working collaboratively with sporting agencies (e.g., UK Sport, Home Nation Sports Councils / Sports Institutes / Player Associations / NGBs / professional sports clubs).
- Experience of transferring knowledge across different sports/organisations/sectors.
- Experience of working in the charity sector.
- Experience of using CRM systems, primarily Salesforce Lightning.