

# Athlete Liaison & Partner Engagement Manager

## Job Description

### The role

<b>Area:</b>	Nationwide role
<b>Location:</b>	SportsAid Head Office in London; some hybrid/remote working
<b>Reports to:</b>	Chief Executive
<b>Hours of Work:</b>	Full-time (permanent) position approx. 37 hours a week; some evening and weekend work may be required from time to time
<b>Salary:</b>	In range of £20,000 to £25,000 per annum

### Overview

For over forty-five years, SportsAid has been a thread running through the fabric of British sport, recognising and helping talented, young sports people to develop their potential and reach their personal best. Support from SportsAid comes at a crucial time, often when key decisions are being made about sport and education and parents or carers are fulfilling several different roles to help where they can.

SportsAid is able to provide this recognition and help by securing support from a variety of supporters including individuals, other trusts and foundations, corporate/commercial organisations (termed partners) and importantly, Sport England, a longstanding and committed supporter of the charity's work.

SportsAid's **Mission is to encourage, enable and empower the next generation of athletes to achieve their ambitions in sport and life.**

Encouraging them – by providing recognition of their huge potential and inspiration from Olympians and Paralympians.

Enabling them – by providing financial support, free access (for athletes and parents/carers) to workshop sessions with experts and creating a variety of personal development opportunities.

Empowering them – by listening to their views and opinions, providing a safe environment to ask questions and network with their peers and creating a platform to share their inspiring stories and inspire others.

SportsAid delivers its mission through **five key strategic priorities: athlete outcomes; equality, diversity and inclusion; collaboration; fundraising; and awareness.**

These are underpinned with a commitment to team wellbeing and support and **a set of values running through the charity's way of working – integrity, inclusion, respect, excellence and wellbeing.**

This is an exciting opportunity to join a committed and driven team at SportsAid, taking on the responsibility of connecting and engaging with those people that support SportsAid's work and the diverse cohort of athletes who benefit from the charity's help.

In particular, you will be responsible for regular communication with supported athletes, including seeking updates on their performances and progress; collating relevant information in their athlete profiles; organising and briefing athletes to attend various SportsAid events including workshops, the Annual One to Watch Award and during SportsAid Week, the charity's annual week of activation and engagement. You will be at the heart of SportsAid's activities and will have the opportunity to link into a range of projects, partnerships and events.

The role is based in London, but occasional travel around the country may be necessary.

## Key Responsibilities

- To manage regular communication with athletes receiving support from SportsAid, including but not limited to:
  - Seeking updates on their performances and progress
  - Organising and briefing athletes and alumni to attend various SportsAid events, including athlete/parent workshops, SportsAid Week and the One to Watch Award
  - Responding to (or delegating to the relevant SportsAid colleague) general athlete and parent queries that come into the charity
  - Monitoring and overseeing the various communications to/from athletes and parents; playing a chaperone role with younger athletes at SportsAid-related events
  - Processing athlete and alumni personal data, including relevant event expenses
- To gather feedback and insight from athletes and parents/carers from SportsAid events and communications, including the use of online questionnaire platforms and feedback software; this will include contributing to the preparation, distribution and collation of responses for the annual SportsAid Athlete Survey.
- To arrange and manage Athlete & Partner events such as workshops, welcome receptions/launches and alumni Q&As, both in person and online
  - Working with the partner to ensure the event meets their objectives, eg staff engagement
  - Liaising with venues to find suitable spaces, arrange dietary & accessibility requirements, review contracts and invoices
  - Plan and manage event budgets
  - Setting up Zoom or Microsoft Teams webinars and meetings, hosting online sessions and managing participants throughout the calls (a supporting and safeguarding role)
- To manage the SportsAid Buddy Scheme (a type of mentoring initiative aligning volunteers from the corporate world with young sports people), including the assessment and organising of DBS checks and briefings for those wishing to be involved.
- To manage platforms such as SportsAid's online athlete hub (currently hosted on Mighty Networks); a platform designed to share resources and content with supported athletes and their parents/carers. Manage further platforms such as the Online Nomination System and various specific Facebook Groups.
- To ensure SportsAid's athlete engagement and support is as accessible and inclusive as possible so that all athletes can have a beneficial and meaningful experience; this will include reviewing the format and content of the charity's various resources and communication channels/platforms.

- To deliver SportsAid's Safeguarding Policy, ensuring the charity offers a safe environment for athletes and their support networks within the talent pathway. Attending relevant safeguarding training and becoming one of the team's Designation Safeguarding Officers. Working with others in the team to ensure the policy and protocols are understood and adhered to. To manage and monitor SportsAid's partnership with BelievePerform, to provide specific support to athletes and parents on their mental health and wellbeing.
- To support the Communications Manager in developing interesting and informative content and stories about SportsAid-supported athletes.
- To work alongside other members of the team and collaborate on various streams of the charities work. In particular the National Awards Manager and Partnerships Manager.
- To protect and enhance SportsAid's brand and reputation in delivering the role and follow best practice with strong ethical standards at all times.
- To support office administrative tasks such as managing stock and branding, processing expenses and planning the logistics required to support various events.

## The candidate

- Educated to degree level or recognized equivalent; ideally with some charity-related and/or event planning experience
- Experience of working with young people and a passion for sport (some knowledge of the sporting sector is desirable)
- Enthusiasm and temperament to work in a small team in a fast-paced environment
- A self-starter; enthusiastic, reliable, committed and motivated
- A confident, effective communicator able to create and develop relationships with a range of different people and seen as approachable
- Excellent organisational and presentation skills; comfortable managing several different projects and activities in parallel; self-sufficient with good time management skills
- Ability to work well within a team, understanding different streams of work within the charity and willingness to support other team members
- Sound IT competency; strong database management and Excel skills; numerate, ability to manage online platforms such as Zoom
- Committed to upholding organisational values [integrity, wellbeing, respect, inclusion and excellence]; of the utmost integrity and discretion
- An understanding of digital content management and social media communications is desirable