

Athlete Liaison Officer

Job Description

The role

Area:	Nationwide role
Location:	SportsAid Head Office in London, near London Bridge
Reports to:	National Awards Manager
Hours of Work:	Full-time position of approx. 35 hours a week with flexible and hybrid-working options; some evening and weekend work may be required from time to time

Context

Founded in 1976, SportsAid is a national charity that provides recognition and financial help to emerging young talented sports people – the next generation of British sporting heroes and heroines – often at a crucial time in their personal and sporting development. SportsAid manages and delivers several programmes of support including SportsAid Athlete Awards, the Talented Athlete Support Scheme (TASS), the Diploma in Sporting Excellence (DiSE) and Backing the Best.

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.

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, wellbeing and excellence.

The Athlete Liaison Officer is a central role. You will take responsibility for managing SportsAid athletes and their interaction with all the opportunities that SportsAid offers. From overseeing communication, cataloguing performance updates to briefing athletes and their families ahead of events, this role ensures that our athletes have a solid support system to enable them to get the very best from their experience as a SportsAid athlete.

Key responsibilities

Athlete Liaison

- Monitoring and overseeing the various communications to/from athletes, parents and NGBs via the athlete@ in-box.
- Ensuring that all SportsAid planning embeds athlete wellbeing and development at its heart.
- Shaping and influencing procedures that supports the holistic development of all SportsAid athletes.

- Case managing a programme of updates on performances and progress within SportsAid's online nomination system (ONS).
- Organising and briefing athletes and alumni to attend various SportsAid events, including athlete/parent workshops, SportsAid Week and the One to Watch Award.
- Taking on a chaperone role with younger athletes at SportsAid-related events.
- Gathering 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.
- Collating athlete information such as merchandise sizing, thank you emails, career updates to the relevant team members.
- Setting up Zoom or Microsoft Teams webinars and meetings, hosting online sessions and managing participants throughout the calls (a supporting and safeguarding role).
- Managing 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.
- Contributing to the smooth running of 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; contribute to the development of the ONS.

Team Support

- Working alongside members of the team and collaborate on various streams of the charities work, in particular the National Awards Manager and Partnerships Manager.
- Supporting the National Awards Manager with the annual athlete nomination process, namely supporting athletes with the completion of their SportsAid online profiles ensuring they are completed in full and ready to present to prospective partners.
- Supporting the Communications Manager in developing interesting and informative content and stories about SportsAid-supported athletes.
- Processing athlete and alumni personal data, including relevant event expenses.
- Supporting office administrative tasks such as managing stock and branding.
- Attending regular internal meetings contributing ideas and initiatives for to develop the charity's work.
- Managing and responding to enquiries from athletes or their families, representatives of NGBs, clubs and other staff.

Event Support

- Gathering and collating attendee feedback from various SportsAid events.
- Nurturing and growing a community of individuals that wish to take part in and support SportsAid challenge events.
- Working with the SportsAid team to promote the merits of supporting SportsAid's work, including fundraising for SportsAid.
- Working with the SportsAid team to coordinate the involvement of athletes and their families in the charity's various fundraising and engagement activities, particularly as part of SportsAid Week.

Key Commitments

- To protect and enhance SportsAid's brand and reputation in delivering the role and follow best practice and strong ethical standards at all times.
- To deliver SportsAid's Safeguarding Policy, ensuring the charity offers a safe environment for athletes and their support networks within the talent pathway.
- To attend relevant safeguarding training and becoming one of the team's Designation Safeguarding Officers.
- To work with others in the team to ensure the policy and protocols are understood and adhered to.
- To maintain a professional attitude and appearance always.
- To protect and enhance SportsAid's brand and reputation in delivering the role and always follow best practice with strong ethical standards.
- To ensure best practice is followed and athletes are receiving optimal advice at all times.

The candidate

Essential Skills

- Experience of and an interest in working with young people.
- A passion for sport and an understanding of the work of SportsAid.
- Highly organised.
- An ability to form positive relationships.
- Strong organisational and interpersonal skills.
- Possess excellent verbal and written skills and strong reporting skills.
- Positive enthusiastic attitude.
- Excellent communication skills.
- 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.
- Excellent organisational and presentation skills; comfortable managing several different projects and activities in parallel; the ability to speak publicly and deliver presentations to a group.
- Sound IT competency; strong database management and Excel skills; financially literate.
- Committed to upholding organisational values; of the utmost integrity and discretion.

Desirable Skills

- An understanding of digital content management and social media communications is desirable.
- Experience of data management systems, ensuring compliance with UK GDPR legislation and regulation and data protection law ensuring confidentiality and discretion within sensitive settings.
- Some understanding of event planning and management.
- Solution orientated with business creativity.

Package and benefits

Salary: a starting salary of £25,000 per annum is available for this role.

Pension: SportsAid makes a contribution of 3% and the employee makes a minimum contribution of 5%.



Healthcare: Membership of the SportsAid private health insurance scheme is available for the employee with premiums paid by SportsAid.

Death in Service Benefit: Inclusion in company scheme.

Holidays: 25 days per year, plus bank holidays, increasing by 1 day for each year of service, up to 30 days.

Flexible working: reasonable flexible and hybrid working options can be considered.

NOTES:

Although based in London, the role will require periodic travel across England.

As the role will involve contact with young people, the appointee will be required to undergo an enhanced DBS check in relation to the post. A confidential equal opportunities form will be shared which all staff and prospective applicants will be asked to complete.

SportsAid recognises that certain sections of the community have been affected by structural inequities and may be denied the opportunity to participate equally and fully in sport at all levels. SportsAid as an organisation believes our role is to remove the barriers that our most under-served, at risk and minoritised groups of young people experience when trying to access sport and physical activities.

SportsAid therefore positively welcomes, and seeks to achieve, diversity in our workforce and that all job applicants, volunteers and employees receive equal and fair treatment. We positively encourage applications from all candidates regardless of age, race, ethnicity, gender, disability, marriage and civil partnership status, gender identity, background, religion, faith, sexual orientation, maternity status, pregnancy, belief or nationality.