

Role Profile

Job Title:	Welfare & Safe Sport Coordinator
Salary/Banding:	2
Role Holder:	
Department:	Welfare & Safe Sport
Location:	Dual/ Home
Reporting to:	Head of Welfare & Safe Sport

Role Summary:

This role supports the Welfare and Safe Sport department in the smooth and efficient running of the team. Ensuring that timescales are met, actions completed and providing administrative support to the department to help drive the impact of the welfare and safe sport messaging across the organisation and gymnastics community.

Main Areas of Responsibility:

1. Provide administrative support to the Welfare & Safe Sport Team

Typical Activities:

- Acting as the front door for the team, looking after the departmental inboxes and connecting with team members as appropriate to allocate tasks arising from emails and providing initial responses.
- Assisting with the coordination of team meetings, including case allocation and triage meetings
- Providing administrative support to the department including travel arrangements, processing information through the finance management system and other tasks as required.
- Supporting the processing of DBS certificates which require risk assessment
- Championing Data Protection for the department, working with the Compliance Officer – Data Protection to ensure continued compliance with legislation, company policy and data-related decisions.
- Working with teams across the business to support the arrangement of meetings and cross-departmental working
- Assisting the Head of Welfare and Safe Sport in the creation and update of reports for the British Gymnastics board and partner agencies
- Supporting the Welfare & Safe Sport Director with adhoc administrative requests
- Supporting the National Welfare Officers in the coordination of Event Welfare Officers for British Gymnastics events
- Supporting the National Welfare Officers in providing support, updates and information to the Regional Welfare Officer network
- Supporting the collation of feedback/actions from meetings and distributing these accordingly

2. Monitor and report on compliance in relation to requirements of British Gymnastics staff in relation to welfare and safe sport

Typical Activities:

- Ensuring that staff members that require safeguarding awards, DBS checks or other compliance related checks remain compliant and up to date, and working across the business to renew those qualifications/certificates that lapse.
- Supporting the monitoring of awards and training for staff as required

3. Keeping our sport, our members and our colleagues safe

All employees of British Gymnastics have responsibility to keep our sport, our members and our staff safe.

This includes upholding our safeguarding, data protection, health & safety, equality & diversity and risk management policies, promoting our rules and standards of conduct for members and reporting any suspected risks, breaches, misconduct or poor practice to their line manager, the Integrity Unit (concerns about members and clubs) or the HR team (concerns about British Gymnastics staff).

We operate as a matrix organisation: from time to time you may be called upon to work on key organisation developments as part of projects, programmes or cross working groups. Depending on the extent of this work these may be managed formally through the setting of objectives by your line manager.

Role Requirements:

1. Knowledge, Skills and Expertise

This role requires the holder to demonstrate:

- Great customer service skills, being friendly and approachable as the first point of contact to the department, answering queries, responding to complaints/customers/colleagues
- Excellent interpersonal skills for building relationships, communicating with stakeholders/colleagues, listening skills for relaying information/messages to colleagues and supporting colleagues on complaints and cases
- Excellent organisational and planning skills to supporting case management/reviews/investigation, coordinating contracts, meetings/diaries, conferences/events etc. being able to plan both short and medium term around department and organisational deadlines e.g. finance processing
- Good understanding of Microsoft office applications including outlook, excel for data collection/analysis, word for report and letter writing etc.
- Confidentiality and accurate and time record keeping/handling of data

They will be required to share/transfer knowledge, providing guidance and information to colleagues and club representatives as required.

2. People

There is no formal line management responsibility, the role holder will need to build working relationships with a variety of individuals to provide administrative support on activities.

3. Shaping Direction

This role requires the holder to plan and monitor a range of projects in line with department plans; to support the monitoring and reporting of compliance with relevant standards and associated training needs; and forward plan for department activities, conferences and CPD events.

The holder will plan their workload in line with department activity for the week/ month, with guidance from line manager as required.

4. Developing Solutions

The role holder will be required to use initiative when taking and validating details, assessing situations and risks, handling sensitive/confidential/personal issues, and supporting, advising or signposting actions and

recommendations whilst working within a framework of reference – policy, process etc.

In addition, it is anticipated that the role holder will show initiative in recommending improvements, efficiencies, best practice etc. in relation to department systems, processes and activities.

5. Decision Making

This role requires the holder to make decisions and recommendations in relation to their own programme of work and feed into the operational effectiveness of the department. Providing support on case management activities and department plans, projects and activities. However, it is not part of the job or the nature of the work to make decisions in relation to case management allegations and sanctions.

Decisions will be made within the framework of policy, process and legislation, decisions will be escalated to the line manager for support or outside of the framework.

6. Communicating

This role requires the holder to effectively and diplomatically communicate with a broad range of colleagues, volunteers, industry professionals and stakeholders across the gymnastics structure on a range of routine and non-routine matters, including: taking statements, writing case notes/letters/meeting notes, producing newsletter content etc.

Communication is usually via telephone, conference call, email, letter etc. and may include attendance at internal and external meetings and events.