

**JOB DESCRIPTION**

Post: **National Support Officer**

Responsible to: Sport Wales Senior Officer/Principal Grants Officer

**Context**

Sport Wales is working to deliver a clear and compelling vision for sport. The vision is ambitious in scope, bold in its outcomes and highly challenging for all of us working in sport. It requires all organisations involved in delivering sport & physical activity to commit to becoming high performing organisations.

The sector’s vision is to unite a proud sporting nation, where every child is hooked on sport for life and Wales is a nation of champions. This vision is supported by clearly defined priorities.

These are:

**1. Sporting Innovation**

Wales has a sports sector that embraces collaboration, encouraging new ways of delivering opportunities to increase participation and improve elite performance.

**2. Skills for a Life in Sport**

Every child and young person is provided with the skills and confidence from an early age to be physically literate through high quality, engaging sporting experiences.

**3. Sporting Communities**

We have communities with sport at the heart of them, offering joined up opportunities for every child and young person to undertake at least five hours of safe, high quality sport every week and sustaining their engagement throughout their adult life.

**4. Sporting Excellence**

We are a nation that excels in nurturing sporting talent and delivers on-going success on the international stage.

**5. Growing a Skilled & Passionate Workforce**

All those involved in sport, whether in a professional or voluntary capacity, are supported to pass on their skills and passion for sport to the people of Wales.

For Sport Wales and the sport sector to achieve this vision, Sport Wales’ National Support Officer will need to be outcome focused; being absolutely clear on goals to be achieved but flexible on how this is done. They will need to be open to risk (not risk averse); support new ways of working that are modern and progressive. The National Support Officer will need to take a leadership role, challenging and supporting key partners to adopt the ingredients of a high performing organisation as identified in the key roles below.

**Key Roles**

1. Lead work with our key partners nationally, adding value to what they do to ensure our vision is delivered. As the National Support Officer, this will specifically require the following:
   1. To develop and support a relationship between the Lower Funded NGBs and Sport Wales;
   2. To ensure that there is a clear understanding within the NGB’s of the Governance and Leadership Framework for Wales;
   3. To work with NGBs to develop clear priorities that can make the biggest impact against the vision for Sport in Wales;
   4. To support NGBs to identify and establish partnerships as well as capitalise on current partnerships through more effective and efficient collaboration;
   5. To work in partnership with Sport Wales’ corporate teams and WSA to support the needs of NGBs and identify expertise required (e.g. Research/Intelligence, HR, IT);
2. To lead on project areas of work and make recommendations for future improvement.
3. Lead the planning and development of work in selected NGBs.
4. Lead work on selected projects or themes to identify and apply actions that will have the greatest leverage in driving the delivery of our sporting vision for Wales.
5. To liaise with and advise applicants on all aspects of Sport Wales’ policies and grant programmes and priorities for development.
6. To assist in the monitoring and evaluation of the effectiveness of SW grant schemes
7. To lead and project manage internal (and where appropriate external) Exchequer and Lottery programmes and ensure the effective use of grant aid by:
   1. giving advice and liaising with applicants and partner organisations
   2. assessing and making recommendations on applications; checking the validity and acceptability of all documentation submitted, and where necessary requesting amendments to legal, financial and technical information
   3. liaising with Community Sport Senior Officers and Heads of Service when appropriate, in the evaluation of the development plans of applications.
8. To maximise the effective investment of Sport Wales funds.

Sport Wales

August 2017

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| **PERSON SPECIFICATION** | | |
|  | Essential | Desirable |
| **Education and Professional Qualifications**  Degree or an equivalent qualification, in a relevant subject | ✓ |  |
| **Experience and knowledge**  Broad knowledge of NGBs and the sport sector  Experience of identifying and addressing areas of risk that lead to continuous improvement  Experience of working with boards, providing practical advice and guidance  Experience of working collaboratively with partners | √  √ | √  √ |
| **Skills, Aptitudes and Abilities**  Ability to influence  Ability to constructively challenge existing processes and implement innovative ideas for continuous improvement  Strong relationship building and partner management skills  Ability to respond and adapt positively to a variety of situations and people to meet changing priorities  Good organisational skills with the ability to prioritise own workload especially under time constraints with conflicting demands  Excellent communication skills using appropriate language and style relevant to the audience.  Ability to use initiative and work without day to day direction.  Ability to work both alone and as part of a team.  Ability to problem solve and make decisions  Ability to work accurately and methodically, with good attention to detail  Strong customer focus  Welsh language  Passion for working in a sport focussed environment working with the voluntary sector  Demonstrate flexibility in working methods and hours to meet partner needs  Ability to share learning and best practice  Willingness of continuous personal learning | √  √  √  √  √  √  √  √  √  √  √  √  √  √ | √ |
| **Sport Wales’ Behavioural framework**  **Be encouraging**   * Forward thinking, always looks for solutions, is committed to doing good work and can motivate others into doing their best. * Willingly supports staff across the whole organisation. Takes responsibility for making things happen, thereby encouraging others to do the same.   **Be responsible**   * Absolutely understands what their job is, is committed to doing their best and clearly demonstrates this to others. * Really wants to do a good job and actively seeks to finds the best and most effective way of delivering what’s needed to achieve the best results. * Looks at a problem or issue that presents itself, will try to find out why something may have happened, and how to resolve the problem or stop it from happening again.   **Be customer-focused**   * Sensitive to their customer’s needs and requirements. Tries to ensure that they deliver a service that not only meets their customer’s expectations, but exceeds them. * Knows how important it is to engage and listen to customers. Provides information and support, in a format and way that best suits the customer. * Makes sure that they deliver exactly what Sport Wales has promised and what the customer is expecting and if possible, tries to exceed the customer’s expectations.   **Be open**   * Adjusts his/her language to fit so that they can make themselves fully understood. Someone who uses a variety of different ways to communicate. * Puts information in the right context for individuals and ensures all communication is focused, relevant and timely.   **Be respectful**   * Understands that everyone is different, which is a strength in itself. * Treats others with respect and demonstrates fairness and integrity at all times. * Values and respects the principles, policies and procedures which protects equality and diversity within Sport Wales for both staff and customers alike.   **Be even better**   * Seeks learning and development opportunities to help them do their job even better. * Wants to know how well they’re doing in their job and asks for advice and guidance on where they could improve. * Has no problem in saying “well done” to a colleague or make suggestions on how something could be improved but in a very constructive way. * Actively explores different ways of doing things that will add value and improvement for the organisation. They are willing to try something new and thoroughly think through a rationale that is measured and timely before acting.   **Be part of the team**   * Open, honest and has a reputation for being trustworthy and very supportive. They are also really positive and are great at encouraging others to have a go in the knowledge that they will help them if they need help. * Understands how working in partnership with others cannot only improve their personal results, but can also add immense value to the team and organisation. They like to encourage joint working and shared service delivery. * Receptive to quality feedback from others as well as constructive in their feedback to individuals and teams; is first to highlight someone else’s success and to congratulate them. | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓    ✓  ✓  ✓ |  |