



WALES NETBALL
PÊL-RWYD **CYMRU**

Wales Netball

Performance Support Officer Recruitment Pack

March 2024

About Wales Netball

As the National Governing Body for Netball across Wales, our **ambition** is to be 'Bigger, Better and Bolder' by 2030.

Bigger: More people playing Netball in Wales than ever before

Better: A performance system that results in our highest world ranking ever

Bolder: Pioneering a new business approach for our sport

Our **core values** are: Inspire, Aspire, Connect & Respect. These are at the heart of everything we do, and we talk about them regularly as a staff team.

We have four **Departments**; Commercial, Operations, Participation and Performance, and each member of staff has a clear understanding of how they contribute to the 2030 strategic plan.

Role Summary

We are committed to growing the sport of Netball in Wales and harnessing the power it has to improve people's lives. This an exciting time to join the team here at Wales Netball. We have worked hard to diversify our income streams and are now looking for a new member of the team to continue building on the momentum we have.

The successful candidate will function as the key point of contact for all Performance queries and will manage the day-to-day administration of the relevant platforms. The successful candidate will be required to work some evenings and weekends as part of our event team. This is a fixed term contract until August 31st, 2025, and is subject to the completion of a 3-month probation period.

Main Areas of Responsibility:

The role contributes to the efficient functioning of the National Governing Body and its subsidiary company Cardiff Dragons:

- To function as first point of contact for all Performance related queries and deliver exceptional standards of customer service in line with organisational values.
- Monitor and triage queries received via email or phone, regarding Performance events, courses, and programmes, replying personally where appropriate.
- Utilise Sport:80 to input squad trial information, athlete fees, and event data into the Membership platform.
- Utilise Sport:80 to effectively manage performance squad trial processes, the trial criteria and athlete fee payments in collaboration with the Performance Operations Lead (POL).
- Collaborating with the Workforce Officer, to ensure Umpire and Officials data held on Sport:80 remains current and high quality, via data interrogation and targeted communication.
- To manage all inbound and outbound queries related to Performance operations such as squad trials, squad fee's, events, and Performance Pathway activity, by phone, email, and other forms.
- To manage the booking of accommodation, venues and logistics associated with Welsh Feathers or Performance Pathway activity.
- Support with facility booking and enquiries for performance events, competitions, courses, and programmes.
- Support with accommodation and travel booking for performance events, competitions, courses, and programmes.
- Work with the POL to build and maintain scrupulously accurate databases for our Performance Squads (i.e. players eligibility; athlete agreements; UKAD anti-doping training records).
- To support with the collation of athlete and coach/ parent feedback via mid and end point reviews and suggest improvements to ways of working.
- To support with the effective and efficient processing and administration of incoming monies that may be via cheque, invoice, cash, BACS, or card.
- Support with the efficient processing of DBS checks for the Performance workforce and volunteers ensure reporting of any sensitive data to the relevant staff members.
- Take minutes at quarterly Performance Development Group meetings.

- Create performance events, courses, and programmes on the Wales Netball membership platform, ensuring their digital set-up is reflective of real-life requirements.
- Order and prepare resources and equipment required to run performance events, courses, and programmes.
- Create and implement mechanisms to gather timely insights from attendees of performance events, courses, and programmes (for example surveys).
- Support the Digital Communications Officer to draft press releases to increase connectivity and visibility of Performance Squads and Programmes.
- Work collaboratively with the POL & Digital Communications Officer to plan and schedule Performance social media communications and news articles, as required.
- Support the POL with recruitment and coordination of event volunteers.
- Performance calendar collation and circulation in conjunction with the POL & Head of Performance (HOP).

Additional:

- Ensure a culture of respect and compliance through fair and ethical practices.
- Be a key member of the Wales Netball staff team and work successfully across departments to deliver the strategy.
- Perform any other duties as are within the scope, spirit and purpose of the job as requested by the HOP.
- Proactively comply with and promote all organisation policies, those relating to Safeguarding, Equality and Diversity, Mental Health, and Data Protection.

Essential and Desirable Criteria

Qualifications	Essential	Desirable
Educated to degree level (or equivalent) in a relevant subject		✓
Project management qualification (i.e. Prince2) or relevant experience		✓
Skills & Experience	Essential	Desirable
Knowledge of e-commerce platforms bespoke systems		✓
Experience in administration	✓	
Knowledge of sports governing bodies and high-performance sport / netball		✓
Excellent IT literacy skills (Windows, MS Office, Email & Internet)	✓	
Knowledge of budget management		✓
Flexible and adaptable	✓	
Able to learn quickly and willing to learn new skills	✓	
Able to work under pressure, manage multiple priorities and meet deadlines	✓	
Honest and not afraid to challenge positively	✓	
Positive and proactive approach to work	✓	
Understand importance of confidential information and how to handle it	✓	
Proven organisational skills and the ability to manage multiple projects within tight deadlines	✓	
Excellent communication skills in written, verbal and digital forms	✓	
Well organised and able to prioritise workload	✓	
Strong teamwork and interpersonal skills	✓	
Excellent administrative and customer service skills	✓	
Self-starter, able to manage their time/ workload in busy periods	✓	
Strong time management and excellent attention to detail	✓	

Other		
Flexible working – evenings and weekends i.e. event days	✓	
Welsh Speaker		✓
Possession of valid UK driving licence with the use of a car		✓
DBS check	✓	

Equality, Diversity, and Inclusion

We welcome and encourage applications from people of all backgrounds. Wales Netball is committed to creating an inclusive culture, through fostering a diverse workforce. As part of your application, we have a voluntary equal opportunity form that would help us to achieve this, the form will be emailed once your application has been received.

Terms of Appointment

Role: Full Time fixed term contract until August 31st, 2025, and is subject to the completion of a 3-month probation period.

Salary Band: £20,000 -£23,000 per annum (in accordance with National Living Wage)

Annual Leave: 22 days per year excluding bank holidays.

Location: Sport Wales National Centre, Cardiff, with flexibility to work from home 2-3 days during the typical working week.

Department: Performance

Reporting to: Head of Performance

How to Apply

Please send your C.V **and** either a Cover Letter or Application Video outlining your suitability for the role, and how you meet the essential and desirable aspects of the job description to recruitment@walesnetball.com (If choosing an Application Video please upload it to a Dropbox (no other files storing links will be accepted) and include the link in your application email.

Closing Date for applications: 5pm on 26th of March 2024

Interview Date: Wednesday 3rd of April 2024 (face to face or virtual)

For an informal conversation about the role please contact Mrs Sara Moore (Head of Performance) by email: sara.moore@walesnetball.com

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