



COMPLAINT HANDLER – ENGLAND BOXING PART-TIME, FIXED TERM

Background

England Boxing is the National Governing Body for amateur boxing within England and is one of the oldest sports in the world and one which has featured in the ancient and modern Olympics since 1904.

With its own heritage dating back to 1880 and the first national championship taking place in 1881, the organisation is responsible for promoting and developing the sport of amateur boxing at all levels, from grassroots through to the England talent pathway, and in turn passing prospective medallists on to GB Boxing. The organisation is a member of AIBA and EUBC, the World and European governing bodies respectively.

England Boxing has a new strategy in place through to 2027 and is currently confirming its funding with Sport England for the same period. The governing body has gone through rapid change and now has the opportunity to continue to grow and build in both competitive and recreational boxing

With a membership of over 950 clubs, 20,000 competitive boxers, coaches and officials and around 120,000 recreational boxers using the clubs each week, alongside being successful in delivering medals at international championships, the sport also has a significant record in delivering community programmes and activity in inner cities and local communities.

As part of the implementation of a new strategy, the compliance and complaints function and processes are currently being reviewed. As a result, England Boxing is seeking to appoint a Complaint Handler for a minimum of six months in order to support the National Compliance Manager.

Job Description

Job Title	Complaint Handler
Reporting To	National Compliance Manager
Salary	Competitive and subject to experience.
Location	Flexible / Working from home.
Type of Contract	Fixed six-month contract, 24 hours per week (Monday to Friday). There is some flexibility in how these hours are fulfilled across the week.
Role Purpose	<p>England Boxing is seeking a Complaint Handler to manage complaints received by England Boxing via email / telephone from individual members, club members and Regional Associations. In summary, the Complaint Handler will ensure the accurate execution of the complaint process in accordance with England Boxing's Disciplinary Procedures.</p> <p>They will be responsible for the end-to-end case management of each complaint - taking ownership of each individual case process and ensuring these are resolved satisfactorily in accordance with the England Boxing's policies and procedures.</p> <p>Day to day this will involve:</p> <ul style="list-style-type: none">• Receiving and acknowledging complaints (excluding safeguarding matters) received by email and initially telephone.• Evaluating the nature of the complaint and deciding whether the complaint should be investigated, and if so, by whom.• Where an investigation by England Boxing is deemed the appropriate course of action, carrying out that investigation diligently and attentively.• Preparing a report summarising the complaint, the investigation carried out and making a recommendation to the England Boxing Committee ("EBC") as to whether there is a case to answer and if so, whether the matter should be pursued further.• Once the EBC has considered whether the matter should be pursued, taking whatever steps are necessary to action the EBC's decision.• Where the EBC decides that the matter should be addressed by England Boxing, the Complaint Handler may be required to (i) write or speak to the subject of the complaint; (ii) arrange a mediation; or (iii) bring disciplinary charges.

	<ul style="list-style-type: none"> • Where disciplinary charges are to be brought, the Complaint Handler will be required to instruct counsel, prepare a hearing bundle, appoint a panel and arrange the hearing. • Keeping complainants informed as to the status of their complaint. • Where necessary, deciding whether an interim suspension should be imposed on any member of England Boxing, who is the subject of a complaint. • Drafting submissions to support an interim suspension which is the subject of an appeal. • Keeping an ongoing record of complaints received and how they are being addressed.
Person Specification	<p>Essential:</p> <ul style="list-style-type: none"> • Good communication and inter-personal skills are essential with proven track record in handling sensitive matters and keeping matters confidential. • Resilient and comfortable operating in a fast-changing and challenging environment. • The ability to communicate clearly and concisely both orally and in writing including the production of detailed reports, along with appropriate IT skills. • Experience of working with complaints procedures, including investigations and associated processes.
	There needs to be a willingness to work irregular hours, with some travel required.

To apply

In order to apply for this role with England Boxing, please send CV and cover letter to hrapplications@englandboxing.org

The closing date for applications is Monday 31st January 2022, or until the position is filled.

Valuing Diversity

England Boxing Ltd is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.