



Job Title	Membership & Volunteer Manager
Reporting To	Head of Operations
Responsible for	Membership Services Department, Regional Volunteers
Salary	£30,000 - £35,000 (dependent upon experience)
Location	England Boxing, English Institute of Sport, Coleridge Road, Sheffield, S9 5DA. Hybrid working is permitted
Type of Contract	Permanent
Role Purpose	<p>As part of the Operations team, the successful candidate will be responsible for playing a proactive role in the '<i>Thriving Boxing Community</i>' element of England Boxing's strategy, as well as having significant input into '<i>A Respected and Valued NGB</i>' and other elements of the wider strategy.</p> <p>In essence, the role will be responsible for managing, developing and enhancing the day to day running of the Membership Services Department to ensure all those engaging with England Boxing have a first-class experience.</p> <p>The role is also responsible for the accuracy of the data on the England Boxing's database (which includes the current and past member records) and to provide support to volunteers and England Boxing staff as appropriate.</p> <p>Please note the job will require flexible working hours, including occasional evening and weekend work and attendance at National Championships.</p>

Key Accountabilities

- To lead and develop the '*Thriving Boxing Community*' element of the England Boxing strategy. In addition, help develop and deliver the broader England Boxing strategy as required.
- To develop and update the company CRM system, ensuring streamlined processes and systems to guarantee a high-quality experience for our members & volunteers.
- To oversee the day-to-day support and management of regional volunteers across the country in-line with England Boxing's policies, procedures, services & systems.
- To ensure the membership services function operates effectively and that the functions' activities are aligned to departmental and company objectives.
- To ensure that all membership enquiries are satisfactorily managed, resolved and closed in agreed timescales.
- To manage proactive engagement with members to grow affiliation, enhance membership retention and promote England Boxing services.
- To actively review and implement cost effective improvements in the membership services, processes, and systems.
- Ensure a high level of customer service and membership support is provided at all times.
- Ensure high quality records are maintained.
- Manage the accurate fulfilment of membership benefits including partner offers, DBS assessments and insurance.
 - Serve as project manager for the production and distribution of membership information.
- To establish and develop good working relationships with England Boxing staff, members, regional associations, participants and supporters to ensure positive relations.
- Manage the Membership Services team, effectively sustaining a positive team environment, displaying high levels of motivation and team spirit.
- Manage the membership services budget.

	<ul style="list-style-type: none"> • To provide support and input into the senior management team as required, and specifically into the delivery of the organisation's strategic plan and Sport England funding programme. • To oversee the training & development of staff and volunteers in the Membership Department, and create a culture of self-improvement and continuous professional development • To perform any other duties as reasonably required in order to meet the objectives of the organisation
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Person Specification	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum three years' experience in managing, developing, and enhancing membership, volunteer, or customer services. • Understanding and awareness of individual and club membership within a sporting environment. • Experience in setting goals, targets and measures, and subsequent implementation plans, particularly in relation to commercialisation & CRM development • Comfortable operating in a fast-changing and challenging environment with excellent people / relationship management skills and the ability to influence and engage. • Track record in the successful management of budgets, volunteers and staff including their on-going development. • Excellent written and verbal communication skills. Along with appropriate IT skills, specifically Microsoft Teams, Word, Excel and PowerPoint. • To be resilient and able to demonstrate leadership, and have experience operating at a senior management level.
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	<ul style="list-style-type: none"> • Experience of writing high-level reports, policies and strategies, particularly in relation to the practical implementation of good governance within a national sporting or third sector organisation • Experience using insight and research methods to help better understand customer or membership behaviour, and apply learnings to improve future work • A demonstratable understanding of the need to co-produce / collaborate with stakeholders and impact of same. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of amateur boxing, including technical rules and competitions. • Be able to demonstrate creativity and the instigation and production of innovative and cost-effective development programmes. • Hold a full UK Driving Licence and access to a vehicle. • The role will require travel throughout the country for meetings/events and work unsocial hours including evenings and weekends (as required). • Experience of developing grassroots sports projects. This to include writing and developing grant funding applications.
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To apply

In order to apply for this role, please send a CV and cover letter outlining how you meet the person specification to hrapplications@englandboxing.org

The closing date for applications is **Wednesday 17th January 2024, 5pm.**

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.

If you require any reasonable adjustments for a prospective interview, please fill out and attach a **Reasonable Adjustment Form** along with your CV and cover letter at the point of application.