

JOB DESCRIPTION:

Research and Advice Service Manager

APRIL 2019



THE ROLE

Women in Sport launched the [Research and Advice Service](#) (RAS) in January 2018. It is the vehicle by which Women in Sport support organisations to make a positive change for women and girls in sport. We are looking for someone to manage and continually develop the service.

The way we offer support are over three tiers to RAS;

Inspire -Be inspired by our [research and insight](#) for free. We have over three decades of experience in understanding women and girls which we combine with other sources to give you all you need to know.

Innovate -Get in touch – [Submit an enquiry](#) to our team if you'd like to talk about putting out insight into practice or get some general advice. Whether you're a club, sports body, corporate or brand we can help you to think differently about women and girls and we have some practical tools and tips to help get you started.

Influence -Influence your audience by applying our research through [bespoke services](#) and [workshops](#). We've worked across a breadth of brands, charity partners and sports organisations to pilot approaches and put the research into action.

The Research and Advice Service Manager will drive the delivery, future development, monitoring and evaluation of the service for Women in Sport and in doing so support the delivery of the charity's strategy.

The role will support the Associate Head of Innovation in ensuring that the service is achieving demonstrable impact for women and girls as well contributing to the wider team as required.

Responsibilities

1. Lead the effective delivery of the Research and Advice Service

Specifically:

- Curate the research and advice webpages ensuring content is appropriate, accessible and current.
- Lead the implementation of the process for responding to enquiries to the service
- Coordinate Women in Sport's Webinar series and support the delivery of the new Women in Sport podcasts
- Support the delivery of stakeholder events
- Provide administrative support to Women in Sports workshops and training
- Through the delivery of the service identify opportunities for future partnerships for the charity
- Embed the service as the core delivery mechanism for Women in Sports work across the charity

2. Develop and maintain robust monitoring and evaluation of the Research and Advice Service

- Lead the Implementation of the monitoring and evaluation process for the Research and Advice Service
- Effectively utilise the charities CRM system to support the management and monitoring of the Research and Advice Service
- Work with the Engagement Team to provide information for reporting and applying to funders or potential funders
- Identify trends from enquiries and opportunities for future research

3. Continual development and innovation for the Research and Advice Service

Specifically:

- Develop and manage new relationships for external organisations who can add value to the Women in Sport Research and Advice Service
- Curate themed packages of support for Research and Advice service customers
- Continually innovate for the Research and Advice Service to ensure that the best possible experience is being delivered to our customers
- Work with the Innovation Manager – Programmes to create and deliver sharable learnings from Women in Sport funded projects

4. Marketing and Communications

Specifically:

- Support the development of outputs from Women in Sports innovation and research projects
- Support the Campaigns and Engagement team in pro-actively marketing the service
- Produce communications for Women in Sport channels as required
- Ensure that the Research and Advice service is GDPR compliant
- Managing the Support service emails and enquiries to an excellent standard

The post holder may be required to undertake such duties not included in the job description as are reasonably requested by the CEO or line manager.

The post holder will be expected to attend Women in Sport team meetings as required.

The job description may be subject to review from time to time in consultation with the post-holder.

REWARD

Starting salary: £32,000 full time

Hours: 35 per week. The post holder will be required to undertake commitments outside normal working hours, for example, but not limited to, supporting individuals at fundraising events and attending networking opportunities.

Annual leave: 25 days, plus Bank Holidays.

Pension: Women in Sport operates an auto enrolment pension, with matched contributions of up to 3% of salary.

Flexibility: Women in Sport offers a range of options for flexible working and we'd be happy to discuss your needs at interview stage.

EXPERIENCE & SKILLS

Required

- Excellent project management
- Experience of delivering to grant funder requirements
- Excellent communication skills, both written and verbal
- Experience of monitoring and evaluating the delivery of impactful interventions
- Experience of working with online platforms including websites
- Innovative approach to communicating project and research findings
- A passion for gender equality
- Excellent customer service
- Administrative and/ or process implementation skills
- Experience of working with/ managing CRM systems

Desirable

- Understanding of sport, sport for good and equality sectors
- Experience of creating resources and communications for practical use (e.g. infographics, insight packs, reports)
- Experience of delivering webinars, workshops or podcasts
- Experience of support individuals and organisations with sensitive or challenging needs

Personal Attributes

- Innovative thinker who can problem solve and adapt to challenges
- Self-motivated and able to take initiative
- Process orientated individual
- Able to work as part of a team and independently as required
- Strong and clear communicator
- Passionate about supporting others
- Enthusiastic and positive, someone who can motivate and influence others

ABOUT US

We're committed to equality and operate within a culture and structure that recognises diversity and strives to be fair. We live by our values of Fairness, Insight-led, Collaborative and Challenging, (details on our website) and we aim to have an entrepreneurial and flexible approach to work.

We're based at the House of Sport in Borough where we share facilities with a range of other sport businesses and charities. The environment offers us the flexibility to work in a hot-desking environment, alongside all the 'Big Office' facilities of great broadband, a selection of well-equipped meeting rooms and break-out space. It suits our fast-paced, enthusiastic attitude and allows us the flexibility we need to respond to change.

We're a small team, but we're doing big things. If you want to help us achieve our vision, why not consider a career with Women in Sport. We're in. Are you?

HOW TO APPLY

If you feel inspired to come and work with us, please submit a covering letter (maximum 1 side of A4) and detailed CV to careers@womeninsport.org. The covering letter should explain why this role interests you and how your experience addresses the criteria as set out in the job description.

Closing date 21st April 2019
Interviews 8th and 9th May 2019