

Job description

Job Title: Programme Support Officer
Directorate: Partnerships
Reports To: Head of Partner Relationships

Job Purpose

The Programme Support Officer plays a key role in strengthening Sport England's partner relationships by supporting the delivery of projects, systems, and communications that underpin effective collaboration.

In this role you will support effective project delivery, help ensure partners have access to the information and guidance they need, when they need it, and support partner performance through monitoring and evaluation, while ensuring smooth coordination of meetings, events, and core systems.

Central to the role will be building and maintaining strong relationships with colleagues and partners, providing consistent and effective communication, and providing high-quality support.

You will also contribute flexibly to wider organisational projects, upholding Sport England's values and standards.

Working under the direction and support of the Head of Partner Relationships, you will help in a range of exciting and innovative projects.

Dimensions

Direct Reports: None

Location: Office-based (Loughborough or Bisham) or Homeworking

Key Contacts: Includes, but not limited to, Partner Relationships team, Partnership Directorate colleagues, other internal SE colleagues, Partnerships Leadership Team (PLT) and Executive Leadership Team (ELT) and our portfolio of partners.

Key Duties and Responsibilities	% Time
Project Management & Organisational Effectiveness Support the delivery of the Partner Relationships team key work areas by: • Contribute to the successful delivery of projects and work packages that strengthen partner engagement, applying project management methods to keep activities on track, within scope, and aligned with agreed budgets. • Support the development and implementation of systems and processes that give partners access to information, guidance and support at the point of need. • Support the Partner Relationships team in driving partner performance by implementing and enhancing monitoring, evaluation, and learning processes. • Coordinate and provide support for internal meetings and events (both in-person and online), ensuring smooth planning and delivery across the Partner Relationships team and wider directorate. • Assist in the planning and delivery of external events, including partner engagement, booking management, and end-to-end event support (before, during, and after), both face-to-face and online. • Support the effective and efficient delivery of core internal systems, including the Partner contact database, tools to track and manage partner enquiries, , performance reporting, partner calendar and others as required. • Provide administrative and procurement support, including managing award processes, preparing business cases, and drafting tender documentation as required.	50%
Communication and Influence • Support the team in building and maintaining collaborative relationships with colleagues across Sport England. • Work effectively with teams across the Partnerships directorate to ensure alignment and connectivity across shared work strands. • Contribute to the planning and delivery of our strategy, including our approach to partner relationships. • Maintain and strengthen direct relationships with our portfolio of partners. • Support the delivery of the Partner Relationships communications plan, including the management and maintenance of key communication tools (e.g. shared mailbox, MS Teams channel, contact database, and newsletters).	40%.

• Provide support for both internal and external communications to ensure consistent and effective engagement. • Assist in preparing presentations and written reports to support decision-making and knowledge sharing.	
Ad hoc • Contribute to organisation-wide projects as required, supporting effective implementation and review. • Work flexibly to undertake additional duties aligned with your skills and abilities, including providing administrative support to the Business Support Officer when needed. • Adhere to Sport England's policies and procedures, including those relating to health and safety, procurement, and financial control.	10%

Sport England Values

- **Ambitious** – Determined in pursuit of our goals, prioritising work and partnerships that will most advance our mission, help us succeed and make a positive impact on our nation.
- **Innovative** – Curious, optimistic and relentless, we question established ways of working and learn from each other and from our experiences.
- **Inclusive** – Harnessing our collective strength and respecting difference to create the conditions for everyone to engage and to excel.
- **Collaborative** – One team, committed to delivering together and working with others to make a difference to people's lives.

Person Specification

The additional skills, knowledge and experience required.

Essential

1. Experience of supporting multiple collaborative projects.
2. Strong written and verbal communication skills, with the ability to present information clearly and adapt your approach based on the situation
3. Ability to build and maintain effective working relationships with colleagues, partners, and stakeholders.
4. Desire and commitment to personal development
5. Good time management and organisational skills, with a proven record of working effectively to deadlines.
6. Demonstrates strong attention to detail and is able to complete work accurately and thoroughly, including data entry, documentation, and quality checks

Desirable

1. Experience of event management / support
2. An understanding of the sporting system and System Partners