



Network Services and Data Manager

July 2026

Sported
Job Information Pack



Note from our CEO

Thank you for expressing an interest in this important and exciting role.

It has never been a harder time to be a young person growing up in the UK. One in four children live in poverty. Recorded knife crime has more than doubled in the past five years. 80% of young people note their mental health has worsened in recent months and youth unemployment is at an all-time high. Equally, grassroots sport remains underfunded and undervalued – and local clubs and communities lack the resources and expertise they need to make the difference.

These organisations operate, not to create the next sporting superstar but to remove barriers from young people's lives to allow them to thrive against the odds. Sported sits at the heart of the UK's largest network of community sports groups and we exist to provide our groups with the resources and funding needed to ensure that everyone, and every community, has equal access to the life-changing benefits of sport.

If successful, you'll join a remarkable Sported team of around 55 people with backgrounds and specialisms ranging from social/youth work and sport development to business development and social research. The delivery team are local to their members and reside across the UK, with a central office in London.

Even more capacity is provided by our skilled, knowledgeable and passionate volunteers, who now number more than 200, and who work with the leaders of our member groups. Our purpose, in supporting them, is to create sustainable grassroots sports clubs, deliver high impact programmes, distribute funding and be a trusted source of Research and Advocacy.

For more information about Sported, our services, and our impact, please visit www.sported.org.uk

Whether or not you apply for this role, and whether you are successful or not, I'm grateful to you for considering bringing your skills and energy to Sported and the amazing organisations we help.

Yours faithfully,

Sarah Kaye
Sported CEO



Strategic Framework

**We unleash the power of grassroots sport
to transform lives and strengthen communities**

Our mission

To ensure every community has access to the life-changing benefits of sport, we deliver vital support to the local heroes who make it all possible.

Our goals

- To ensure **opportunities for everyone**
- To improve **health & wellbeing**
- To empower **communities**



Sported staff benefits

In-house virtual
training sessions
where staff learn
from each other on
a variety of
subjects related to
our work

At Sported, the wellbeing of our staff is paramount. We are proud to offer benefits to promote a happy and healthy team

Flexible working arrangements, including working from home and flexibility around caring responsibilities

A confidential counselling service is available to all employees free of charge

Annual leave entitlement of 25 days, in addition to public holidays (pro-rata for part-time colleagues)

Access to a **Pension Scheme** to give you peace of mind

A Sported '**Culture Club**' made up of six members of staff, who come together to discuss Sported staff culture, issues and promote innovation

Cycle to Work Scheme available to support our commitment to promoting healthy living

Volunteer Days – two additional days of paid leave each year to volunteer for another charity or indeed our Sported members

Study Leave – Up to five days paid study leave (for any self-funded education/training)

Wellbeing Days – Up to two days paid wellbeing days each year.

Personal growth is a key component to the success of our organisation. At Sported we invest in learning and development opportunities.



Our Values

Act with
integrity

We **lead** by example

We are honest, open and **trustworthy**

We are **diligent** and committed

We are **accountable** and learn from our mistakes

Champion
inclusion

We are positive, **supportive**, and approachable

We **actively** work to create an inclusive culture

We demonstrate respect and **equality** for all

We seek and value **lived experience**

Transform
together

We are **strongest** when we unite as a team

We are led by the **needs** of our young people and our network

We connect and **collaborate** across communities

Drive
change

We act **creatively** to enable solutions

We challenge ourselves and others to **improve** and innovate

We deliver significant impact through **actions** large and small

Role Overview and Responsibilities

Role Overview

We are looking to recruit...

- **Job title:** Network Services and Data Manager
- **Reporting into:** Jo Lloyd – Head of Strategy and Insight
- **Hours:** 37.5 hours per week
- **Contract:** Monday – Friday
- **Salary:** £39,393 – £45,020 (dependent on experience)
- **Location:** Working from Home with travel to meet business needs
- **Annual Leave:** 25 Days in addition to statutory bank holidays

Working at the intersection of service design and data, the Network Services and Data manager will be responsible for leading the development, implementation and evaluation of Sported’s services and activities for grassroots groups, maximising their value, reach and impact. The postholder will ensure that Sported delivers a high-quality, evidence-led offer that supports the life-changing community work of our network and meets their evolving needs.

The postholder will use evidence and insight to identify opportunities for innovation and continuous improvement in the Sported offer and engagement model, oversee their implementation, and assess their effectiveness and impact. They will also identify, secure, and maintain external partnerships that contribute to the ongoing development of the Sported offer.

They will lead on Sported’s Customer Relationship Management (CRM) systems, operational processes and data management, ensuring they effectively support service delivery, network engagement and organisational performance. They will provide training, guidance and support to colleagues to ensure the consistent use of these systems, adherence to agreed standards, and continuous organisational learning.

The role provides leadership and management for CRM and data staff, fostering a collaborative and high-performing team focused on delivering organisational priorities. Working closely with senior leaders and teams across Sported, the postholder will use insight and evidence to inform strategic planning, support service development and shape delivery activities.

As Sported's designated Data Protection Officer, the postholder will oversee data governance, compliance, and information security, ensuring that data is managed responsibly, securely, and in line with relevant legislation and best practice.

Role and Responsibilities

Leadership and management

- Develop and implement a strategy for the Sported offer to grassroots groups that strengthens their resilience, effectiveness and inclusivity, and enables them to deliver lasting benefits to their communities.
- Manage the Network Services and Data team, ensuring a cohesive and unified approach to the development, delivery, analysis, and reporting of the Sported offer.
- In conjunction with senior leadership, support the Delivery Team to shape their annual delivery plans around network and sector needs and insight, and the evolution of the Sported offer.

Offer development and implementation

- Continually review and develop the Sported offer and engagement model to ensure Sported are meeting the needs of grassroots groups, exploring digital solutions to advance our approach.
- Identify and maintain external partnerships that unlock new opportunities and deliver measurable benefits for our network.
- Oversee the development of the Sported Hub, ensuring it effectively promotes Sported's resources, advice and partnerships, drives engagement and delivers maximum value to our network.

Monitoring and reporting

- Using data and insight, evaluate the performance of the Sported offer, providing actionable insight that drives network engagement and service development.
- Identify trends, understand network behaviour and needs, and uncover opportunities for improvements in the Sported offer.
- Support organisational performance and decision-making through reporting mechanisms including CRM dashboards, reports, and presentations.

Role and Responsibilities

Training, support, and adherence

- Aid the understanding and adoption of CRM processes within the wider organisation through training, ongoing support, and the development of user guides and other support materials.
- Promote good data practice and support colleagues to follow agreed processes for data handling, entry and reporting.
- Drive the standardisation of service delivery, process adherence and accountability using service effectiveness metrics and CRM tracking processes.

CRM systems and operations

- Oversee the ongoing development and optimisation of the CRM and related systems within Sported, including managing relationships with CRM and systems software partners.
- Manage the CRM database, ensuring the collection and maintenance of accurate records of the Sported network.
- Ensure operational efficiency and effectiveness, a good network group journey and experience, and successful data and impact practice, through the design and management of all CRM processes, systems, workflows, and tools.

Data governance

- Be named “Data Protection Officer” on relevant documents for Sported and oversee all aspects of the organisation’s data governance and compliance with data protection laws and regulations.
- Liaise with our IT partners to ensure continued data privacy and protection, conduct regular audits of policies, and create and implement action plans for any necessary remedial activities.
- Ensure data accuracy, consistency, and completeness and implement measures to ensure data security and privacy are maintained.



Person Specification

Skills and Experience Required

Essential skills and experience

- Project leadership, managing and prioritising workstreams, and developing and delivering on strategic plans.
- Leading the service design cycle, involving developing, implementing and evaluating new service initiatives and engagement models.
- Use of Excel and Power Bi to manage and analyse complex datasets, generating actionable insights and supporting informed decision-making through effective reporting.
- Developing technical training and enablement sessions, accessible learning content, and translating complex processes into practical guidance.
- Developing and optimising CRM processes, implementing operational tracking and process adherence mechanisms, and ongoing database management.
- Working with varied stakeholder groups to secure buy-in to new processes and organisational initiatives.

Desirable skills and experience

- Leading CRM, data, analytics, network services, or related operational people and teams.
- Developing high-level relationships with external partners and providers, and of unlocking new service benefits and opportunities.
- Working with complex analytical and data management software such as SPSS or similar.
- Developing organisation-wide training and enablement programmes, and of supporting organisational adoption.
- Managing data protection, information security, and regulatory requirements.
- Supporting cultural and behavioural change across teams.

Skills and Experience Required

Personal qualities

- An excellent communicator, able to build positive working relationships with the wider team.
- An effective influencer, able to drive change and embed new ways of working across the organisation.
- A self-starter, able to work independently and under your own initiative.
- A curious mind, able to ask questions and pursue answers.
- A critical thinker, able to assess existing approaches and imagine new ways of working.
- A passion for making a difference to marginalised communities and people.

We actively encourage applicants from diverse backgrounds especially from ethnically diverse, LGBTQ+ and disabled communities as well as those with lived experiences of tackling inequalities, as we believe diverse voices are instrumental in creating transformational change.

Recruitment timeline:

Closing date for applications: 20th August 2026

Notify successful applicants by: 27th August 2026

First interviews: W/C 31st August 2026

Second interviews: W/C 14th September

Role commences: ASAP

We reserve the right to close this advertisement early should we receive a high volume of suitable applications

You are required to upload your CV and supporting statement providing clear examples of how you meet the person specification, ideally including a work portfolio.

If you have any questions
about the role, please
contact:
recruitment@sported.org.uk