JOB DESCRIPTION

Job Title	:	Development Manager – CRT Game On (England)
Reporting to	:	Senior Operations Manager (England)
Supervision/Management of people	:	CRT Game On Core Staff (England)
Based at	:	Head Office, with regular travel across England's former coalfield region
Delivery Areas	:	CRT Game On activity across England's former coalfield communities
Salary	:	£46,276
Benefits	:	Contributory pension, generous holiday entitlement & wellbeing offer

Purpose of the Post

The Development Manager is responsible for leading and developing CRT Game On activity in England, using community-based youth, sport and engagement provision to respond to local need and create positive outcomes for individuals and former coal mining communities.

The post holder will take ownership of programme delivery; ensuring activity is safe, effective, compliant and responsive to changing policy priorities and identified local need. The role includes leadership of geographically dispersed staff, management of partnerships and contracts, oversight of monitoring and evaluation, and contribution to programme sustainability and growth.

The post holder will build effective relationships across the public, private, voluntary and community sectors, represent CRT appropriately and ensure that delivery complements existing provision and supports CRT's wider objectives.

Key Responsibilities:

Programme Leadership & Delivery

- Lead the planning, coordination and delivery of CRT Game On activity across England.
- Review programme effectiveness and implement improvements in response to participant, community and partner need.
- Ensure delivery meets agreed objectives, budgets, timescales, outcomes and key performance indicators.
- Manage competing priorities, resources and activity across multiple locations.
- Ensure all delivery meets safeguarding, health and safety, equality, data protection and organisational requirements.

Team Leadership & Staff Development

- Lead and manage a geographically dispersed team, providing clear direction, effective delegation and appropriate support.
- Enable staff to work independently and take ownership of delivery within their respective areas.
- Support employees, freelance coaches, volunteers and work experience placements, as applicable.

Partnership & Stakeholder Engagement

- Develop and manage partnerships with stakeholders across the public, private, voluntary and community sectors at local, regional and national level.

- Represent CRT and CRT Game On at relevant meetings, networks, events and partnership forums.
- Build relationships with sports development, youth, health and wellbeing and community stakeholders to understand priorities and opportunities.
- Develop collaborative approaches that add value, avoid duplication and connect coalfield communities to relevant provision.
- Listen, communicate, influence and negotiate effectively with people from a wide range of backgrounds and organisations.

Policy & Programme Development

- Maintain a strong understanding of the national and local policy landscape relevant to Game On and former coal mining communities.
- Recognise and respond to changing priorities, funding opportunities and identified local need.
- Use evidence, programme learning and stakeholder insight to shape delivery and programme development.
- Review programme policies and procedures annually and recommend changes, where required.

Contracts, Compliance, Monitoring & Impact

- Manage contracts and funded delivery arrangements, ensuring compliance with agreed requirements.
- Oversee programme monitoring and evaluation and ensure accurate information is collected across delivery areas.
- Track participant engagement, retention, outcomes and impact against agreed measures.
- Prepare high-quality reports and present complex information and data appropriately to Board, senior stakeholders and operational teams.
- Use performance information to address risks, support improvement and demonstrate programme outcomes and impact.
- Maintain accurate, secure and audit-ready records.

Business & Income Development

- Contribute to or lead successful bids for contract income and grant funding.
- Develop relationships with corporate partners and sponsors.
- Identify opportunities that support programme sustainability, reach and impact.
- Provide delivery models, budgets, outcomes and supporting information for proposals and partnership submissions.

Key Working Relationships:

- Senior Operations Manager (England)
- CRT Game On Core staff, freelance coaches and volunteers
- England Programme Teams and wider CRT colleagues
- Senior Leadership Team and colleagues across CRT country offices
- Local authorities, schools, sports bodies, clubs, community and voluntary organisations
- Funders, commissioners, corporate partners and sponsors
- Participants, parents, carers and community stakeholders

Performance Indicators:

- Delivery against agreed plans, budgets, timescales, contracts and key performance indicators.
- Safe, inclusive and responsive programme delivery across multiple locations.
- Accurate monitoring, evaluation and reporting of reach, retention, outcomes and impact.
- Effective leadership and support of geographically dispersed staff.
- Strong stakeholder relationships and collaborative delivery arrangements.
- Effective management of programme risk, compliance, policies and procedures.

- Contribution to new funding, contract income, corporate relationships and sponsorship opportunities.

Main Requirements of the Post

Line Management – Directly manage and support individual employees or volunteers and work experience placements, overseeing performance, setting and reviewing annual objectives, identifying knowledge gaps and arrange relevant training. To undertake other appropriate tasks within the context of the overall objectives of the post.

Creativity & Innovation – Regular use of creative skills to resolve routine/complex issues encountered, amend existing procedures to comply with new legislation, national/local policy initiatives or fit evolving needs. Be involved in the development of new approaches/procedures/ innovative solutions across a range of areas; guided by broad policy objectives.

Contacts & Relationships – Routinely exchange complex information and provide clear explanations/advice on general and specialised matters; tailoring the communication accordingly without lessening comprehension. Use specialist knowledge to identify the best course of action, weighing pros and cons and clearly explaining the reasoning behind the proposed course of action.

The role will involve public speaking to a mixed interest group, providing advice on highly complex matters and resolving conflict.

Situations encountered will involve complexity or are contentious. They require influencing skills and being diplomatic in sensitive situations. The outcome of the contact can have significant implications for the contact or service.

Decisions – Set guidelines for others to follow e.g. new policies, which will have significant effect on internal operations and decide significant changes to service provision. Prioritise work and resolve the majority of problems encountered within the role, only referring problems which are very difficult, unusual or require specialist input.

Identify ways in which existing processes can be improved and lead on the delivery of changes, which would likely alter the characteristics of service delivery and/or impact on CRT wide initiatives.

Manage the implementation of service changes and fundamental changes to CRT policy/strategy; including monitoring, reviewing and determining the effectiveness of the change.

Resources – Accountable for the use and safekeeping of data systems, maintaining adequate data protection measures and ensuring confidentiality is observed at all times.

Work Demands - Able to regularly switch from one task to another in a different area of work and occasionally resolve conflicting priorities/resource needs.

Knowledge & Skills – Detailed level of knowledge and skills in a specialist discipline to undertake a variety of advanced tasks relating to one function or area of activity.

Knowledge and understanding of the issues facing disadvantaged communities is required along with a flexible and adaptable approach to work.

Proven experience in: developing strategy; and successful programme and project management;

and awareness of current policy and funding regimes and how these are delivered at regional and local levels.

Authorities of the Post

The CRT's Senior Leadership Team has assigned authorities' for all roles. These authorities are detailed in a separate authorities log and applicable policies and procedures.