NORTH EAST

RESOLUTION LEAD
ROLE DESCRIPTION

Support North East Netball as the Resolution Lead and help Netball be the best it can be.

Purpose of the role: To lead on and be the point of contact for feedback or complaints received in the region, as well as partaking in discussion on general regional activity alongside other board members.

Duties of the individual:

- Be aware of the England Netball Governance Toolkit, Code of Conducts, Feedback and Complaints, Safeguarding, Whistleblowing Policies and Netball Formal Resolution Flowchart
- Refer any England Netball Code of Conduct complaints received to England Netball's compliance team
- Be a point of contact for submission of complaints and feedback from members and individuals in relation to the service they have received from the Organisation directly and ensure they are handled in accordance with the Organisations Feedback and Complaints Policy
- Be a point of contact for submission of complaints in relation to competitions run by the Organisations and ensure they are handled in accordance with their relevant Competition Rules & Regulations
- Facilitate local informal resolution of complaints where possible
- Signpost individuals to the appropriate organisation to address their complaint where they cannot be informally addressed
- Keep GDPR compliant records and feedback any relevant information and trends to the Organisations committee England Netball Governance and Compliance Manager
- Carry out the role to the best of their ability, act with professionalism and integrity, and always in the best interest of Netball
- Provide support and guidance to the region's TSGs, WGs and members where appropriate
- Contribute actively to the development and implementation of the Regional Plan and England Netball vision
- To work as one (WAO) with England Netball, regions and counties towards a common goal
- Be a full voting member of the Regional Management Board (RMB) and in carrying out duties always be responsible to the RMB
- Prepare for and actively participate in RMB meetings and the Annual General Meeting (AGM)
- Attend Regional events as and when necessary
- Ensure alignment with the RMB Code of Behaviour and uphold high standards of conduct

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The qualities we are looking for in a Resolution Lead are:

- Interest in, and time to support, Netball to flourish as a sport
- Organised, with experience in administration and planning
- Good communication skills with experience and/or training in conflict resolution
- High levels of integrity and confidentiality
- Ability to have honest and challenging conversations where safety is the priority
- Ability to use internet and technology, and an understanding of data handling and GDPR legislation
- Has knowledge, experience or awareness of EN disciplinary policies and procedures and Codes of Conduct
- Minimum of 18 years old
- Must be a current EN member*

Think this is an exciting opportunity and a perfect role for you?

If 'yes', or even 'I think so', have a chat with us!

You can contact us with any questions or if you'd be interested in understanding more detail on this voluntary position, or check out our social media channels to see what we get up to.

Email northeast@englandnetball.co.uk
Facebook: England Netball North East

*Membership - All individuals volunteering need to hold a minimum level of EN social and supporting membership (if not already a full member). Here's more information about becoming a social supporting member.