

RESOLUTION LEAD - ROLE SUMMARY

SUPPORT THE LONDON & SOUTH EAST REGION TO HELP NETBALL BE THE BEST IT CAN BE

The London & South East Regional Netball Association is one of nine member organisations of England Netball who, working closely with England Netball staff, help develop and facilitate the delivery of all aspects of netball within the region. Each region has an elected Regional Management Board of volunteers who manage a wide variety of netball activity on a local level; from coaching and officiating, to equality, diversity & inclusion and competitions.

The London and South East Region is made up of four Counties: Essex Metropolitan, Kent, Middlesex, Surrey. For more information on the Region, head to our [website](#).

Acronyms

RMB: Regional Management Board

CNA: County Netball Association

EN: England Netball

L&SE: London & South East

TSG: Technical Support Group

WG: Working Group

Netball organisations across the Country, create and deliver netball opportunities. The organisation committees ensure robust governance procedures and high operational standards are in place and aligned to EN policies and Codes of Conducts.

Significant time and energy is invested by these volunteers and these roles play a key part in supporting EN members are able to access the best possible experiences in Netball. England Netball work in partnership with Regions and County Netball Associations and Registered Clubs and Leagues to support the network of volunteers through provision of specialist support, web-based tools, virtual networks and learning materials, to those who hold appointed or elected roles.

Key Tasks:

- 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 Organisation and ensure they are handled in accordance with the 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 and England Netball Governance & Compliance Manager
- Carry out the role to the best of their ability, act with professionalism and integrity, and always in the best interests of Netball
- Voting member on the RMB.

Skills & Attributes

Essential	Desirable
Be a member of England Netball	Knowledge of the wider sporting landscape
Have knowledge, experience or awareness of EN disciplinary policies and processes and Codes of Conduct	An awareness of the national, regional and county netball structures
Ability to use internet and technology and understanding of data handling and GDPR legislation	Knowledge/experience of volunteering with diverse communities
Ability to have honest and challenging conversations where safety is the priority	
High levels of integrity and confidentiality	
Good communication skills with experience and /or training in conflict resolution	
Ability to be flexible and work with volunteers from diverse backgrounds to build and maintain effective networks	
Behave impartially at all times	
Organised, with experience in administration and planning	
Interest in, and time to support, netball to flourish as a sport	
Access to email and telephone	

*Without the time, energy and commitment of volunteers,
grassroots netball simply would not happen*

