

## RESOLUTION LEAD ROLE DESCRIPTION

Support **your Organisation as the Resolution Lead and help netball be the best it can be.**

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.

### **A Resolution Lead will:**

- 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

### **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 understanding of data handling and GDPR legislation
- Has knowledge, experience or awareness of EN disciplinary policies and processes and Codes of Conduct
- Minimum of 18 years old
- Must be a current EN member\*

### **Want to express your interest?**

Contact your us to express your interest **{insert organisation contact details}**

We welcome volunteers from all backgrounds, ages\*\*, cultures, faiths and abilities. We are flexible and will do what we can to ensure volunteering can fit around busy lifestyles. Please note this is a volunteer role and this role description does not form part of any contract of employment.

**\*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 become a social supporting member.](#)

**\*\*Individuals** must be a minimum of 18 years old.