



VOLLEYBALL ENGLAND ROLE DESCRIPTION PROJECT LEAD – MEMBERSHIP AND DEVELOPMENT

JOB TITLE	Project Lead - Membership and Development
SALARY	£25,000 to £27,500
REPORTS TO	Strategic Manager – Safeguarding and Membership
BASED AT	SportPark, Loughborough University, 3 Oakwood Drive, Loughborough, LE11 3QF.

JOB PURPOSE

The role will lead the delivery of Volleyball England membership offer and the development of the Regions, Counties and Clubs network.

They will also support the Strategic Managers and the Get. Keep. Grow Sub-group in their responsibilities towards the Volleyball England strategy *The Game Plan*, the People Plan and the Diversity and Inclusivity Action Plan.

KEY RESPONSIBILITIES

Membership

- Lead the effective delivery and administration of the Volleyball England membership function, including affiliations, renewals, and seasonal rollover processes.
- Manage and continuously improve the VolleyZone membership system, ensuring it is fully integrated with competition delivery and other requirements (including education and learning, club finder, facilities usage, safeguarding and risk management).
- Develop and deliver a compelling membership offer, including attractive benefits and services that drive growth, retention, reach and engagement.
- Embed membership across all Volleyball England programmes and services, ensuring all participants are registered and connected to Volleyball England.
- Lead on membership communications and customer service provision, including proactive engagement via email, phone, and digital platforms.
- Work collaboratively with Data and Insight to ensure membership data and trends, captured and presented to inform strategy and operational planning.
- Manage the membership budget and contribute to annual operational planning.

- Support club development administration processes linked to affiliation, compliance, and engagement.

Volunteer Development and Engagement

- Develop and implement a sustainable volunteer engagement plan that enhances visibility, strengthens community pride, and actively champions community engagement.
- Lead the planning and delivery of the Volleyball England Annual Awards, recognising and celebrating the diverse contributions of volunteers, clubs, and stakeholders across the volleyball community, reinforcing a culture where people feel valued and engaged.
- Promote and embed a positive, inclusive, and diverse volunteer culture, ensuring volleyball is a community where individuals feel a sense of belonging and are supported to thrive, regardless of background or experience.
- Work with Regions, Counties, and Clubs to strengthen volunteer recruitment, development, and succession planning, ensuring there are enough people in the right roles with the right skills to meet current and future needs.
- Contribute to creating a safe and supportive environment, ensuring all volunteer activity aligns with safeguarding best practices and that people are protected from harm across all levels of the sport.

Regional, County and Club Development

- Deliver initiatives that build connected and stronger Regions, Counties, Clubs and stakeholders, improving alignment to Volleyball England's strategy.
- Facilitate and manage relationships with the eight Regional Associations, ensuring effective communication, collaboration, and support.
- Support Regions and Counties through key processes such as Annual Returns, ensuring compliance, consistency, and data quality.
- Support the growth of junior development pathways across Regions and Counties, increasing participation and retention in youth volleyball.
- Promote and increase the visibility of Regional, County, and Club activity through collaboration with communications teams.

General

- To undertake such additional duties as may reasonably be required by the Chief Executive Officer from time to time, in pursuance of the company sport plans in force at the time.

Application of the guiding principles

- To ensure that our customers are at the heart of everything we do, influencing every decision we make and the way we conduct ourselves.

- To act decisively and transparently, having listened to our customers and stakeholders and having made best use of the evidence and insights available.
- To embrace a culture of continuous improvement, constructively challenging the status quo at all times.
- To incorporate new ideas and technology into everything we do.
- To operate on a commercially sustainable basis, delivering financially viable products and services.

PERSONAL PROFILE

Essential	Desirable
Demonstrable experience of leading and influencing staff, volunteers, and partners to achieve shared objectives through the successful delivery of projects, programmes, or events.	Knowledge and understanding of volleyball (indoor, beach, or sitting) and its structures within England.
Proven ability to plan and deliver projects or events to agreed outcomes, managing timelines, resources, and budgets effectively.	Experience supporting stakeholders (e.g. clubs, regions, or partners) to identify and access funding opportunities.
Strong customer service ethos with a proven ability to build effective relationships with a range of stakeholders, demonstrating insight into customer needs, motivations, and behaviours.	Experience of supporting or delivering, Diversity and Inclusivity initiatives, or embedding inclusive practices within programmes, projects, or organisations.
Strong customer service skills, with the ability to build good relationships and understand what people need.	
Experience of working in a membership or sporting organisation.	
Excellent interpersonal skills, with the ability to work collaboratively across teams while also taking ownership and initiative to deliver independently.	
Highly effective communication skills, both written and verbal, with the ability to engage, influence, and present information clearly to different audiences.	
Strong organisational and administrative capability, with experience managing processes, systems, and competing priorities effectively.	
Ability to use data, insight, and feedback to inform decision-making, drive innovation, and improve services and delivery.	
High level of IT literacy, including experience using CRM or membership systems, Microsoft Office, and other digital tools to manage information.	
Willingness and ability to work flexibly, including evenings and weekends where required.	

CONTRACTUAL DETAILS

JOB TITLE	Project Lead - Membership and Development
SALARY	£25,000 to £27,500.
ANNUAL PAID HOLIDAY	22 days (pro-rata for part time workers) per year, increasing to 25 days (pro-rata for part time workers) in the second (and subsequent) years of service. 8 Bank/Public Holidays. 2½ Privilege Days.
HOURS	Full time 37.5 per week, part time hours will be considered.
NOTICE PERIOD	Four weeks.

Volleyball England offers a competitive benefit package that includes:

- Stakeholder pension scheme with an employer pension contribution of 3%.
- Annual paid holiday as set out above.
- Cycle to Work Scheme.
- Discounted on-site gym membership at Loughborough University.

COMMITTED TO EQUAL OPPORTUNITIES

Volleyball England has an equity policy and is committed to equal opportunities. The equity policy can be found on www.volleyballengland.org.

Volleyball England is committed to best practice in the care of children and as such this post may be subject to a Disclosure and Barring Service (DBS) check. The child protection policy can be found on www.volleyballengland.org.

This job description is not exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the company.

TO APPLY

To apply please follow this [link](#) to complete the application (you will need to upload your CV and covering letter). If you have any queries, please email jobs@volleyballengland.org.

Please also complete the Diversity and Inclusion Questionnaire [link](#).

The application deadline is **Monday 8th June 2026** with in-person interviews planned for **Tuesday 16th June 2026**.