

## JOB DESCRIPTION

<b>JOB TITLE</b>	Head of Athlete Support
<b>SALARY</b>	£67,527
<b>GRADE</b>	C/ Sport
<b>LOCATION</b>	Flexible/ National

### ROLE SUMMARY

The Head of Athlete Support is the primary leadership role for the operational delivery of the cross-system Athlete Support Strategy and associated Athlete Support Services, that are strategically led by UK Sport. The post-holder will collaborate with key system stakeholders to support the design, aligned delivery and iteration of the Athlete Support Strategy. This leadership role ensures that Athlete Support delivers demonstrable impact on athlete wellbeing, holistic development, and Games performance.

The postholder leads, manages, and enables the Athlete Support workforce at UKSI to ensure the delivery of high-quality, evidence-informed, athlete-centered support that meets the needs of sports, coaches, and athletes.

The Head of Athlete Support will also be responsible for ensuring the delivery of Athlete Investment processes are fit for purpose, run smoothly and effectively and meet athletes in an engaging and supportive manner

### KEY RESPONSIBILITIES

#### Leadership & Service Design

- Lead Athlete Support services including the Athlete Investment, Athlete Support, and Performance Lifestyle teams and activities. • Proactively be accountable to the Director of Athlete Services and UK Sport Athlete Support Lead.
- Collaborate with the Athlete Support Leadership Group and partners at the BOA/BPA to set service priorities that enhance athlete personal and professional development, wellbeing and Games time performance outcomes.
- Ensure effective management and ongoing review of Athlete Performance Awards, Athlete Medical Scheme, and Personal development awards. • Use data, feedback, and evaluation to continuously improve service design and demonstrate impact on athlete experience and readiness. • Lead, manage and review the effective operationalisation of the new Performance Lifestyle delivery model
- Continue to review the breadth and depth of the athlete support offer to ensure it meets the needs of the athlete cohort.
- Continuously review the effectiveness of Athlete Support

#### Athlete Wellbeing & Holistic Development

- Lead the operational planning and delivery of the Athlete Support offer

#### Athlete Investment

- Oversee mapping of performance and potential of athletes as a critical tracking metric for system health
- Ensure that the right investment reaches the right athlete at the right time, and is aligned to best practice selection and progression methods
- Ensure systems and processes are in place that enable robust athlete investment decisions in line with associated policies.

#### Governance & Quality Assurance

- Ensure all Athlete Support services are delivered in line with UKSI policies, safeguarding standards, and duty of care requirements, and fully align with UKS policies and processes
- Monitor and report on service delivery against agreed KPIs, budgets, and strategic objectives, escalating risks where necessary and implementing mitigation plans.
- Collaborate with UK Sport Athlete Support Lead to assure High Performance System athlete investment policies are adhered to, providing robust oversight and ensuring transparent processes.

#### Stakeholder Engagement & System Collaboration

- Build strong relationships with Performance Directors, coaches, and NGB leads to ensure Athlete Support is valued, trusted, and fully integrated into performance planning.
- Collaborate with internal and external stakeholders (BEAA, HNSC, BOA, BPA) to ensure

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- Lead and support initiatives that ensure high levels of athlete engagement with athlete support services and develop athlete leadership capabilities in collaboration with UK Sport and BEAA.
- Develop, test, and scale Artificial Intelligence tools and agents that enhance the athlete support offer in the UK high performance system.

### Management & Delivery Oversight -

- Provide line management and leadership for the Athlete Support team ensuring consistency, quality, and integration of support services.
  - Lead the design, implementation and evaluation of a five-site Performance Lifestyle delivery model to athletes.
- Support the implementation of the Athlete Mentoring Programme
- Ensure effective delivery of Athlete Support that meets the needs of athletes and coaches, optimising readiness for training, competition, and Games time
- Oversee case management processes, triage systems, and referral pathways to ensure timely, safe, and effective support for athletes.

alignment and consistency of athlete experiences.

- Understand athlete support requirements and align delivery to meet need. Including undertaking contracting and review of delivery.
- In collaboration with UK Sport Athlete Support Lead explore mechanisms to develop capacity and capabilities in key stakeholders to enable and ensure collective responsibility for athlete support

### Workforce Leadership & Development

- Inspire, lead, and manage the Athlete Support workforce, fostering a culture of collaboration, learning, and innovation.
- Align objectives and development plans for Athlete Support Advisors and Performance Lifestyle Practitioners are aligned to the system wide Athlete Support Strategy with sport-specific priorities and System performance support strategy
- Oversee recruitment, onboarding, and succession planning to ensure the team remains high performing and sustainable.

## REPORTING STRUCTURE

<b>REPORTS TO</b>	Director of Athlete Services
<b>DIRECT REPORTS</b>	3
<b>BUDGET ACCOUNTABILITY</b>	Yes

## KEY RELATIONSHIPS

- Senior leaders in sports – particularly Performance Directors
- UK Sport Athlete Support Strategic Lead
- People in the UK Sport Performance & People department –
- UK Sport Finance, Comms and Investment teams

- Heads of Performance Support British Olympic Association & British Paralympic Association
- UKSI Athlete Services Heads/Leads and Performance Services Leads
- BEAA - CEO & Advisors

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### PERSON SPECIFICATION

COMPETENCY AREA	ESSENTIAL / DESIRABLE	ASSESSED BY
<b>Qualifications</b>		
A Post-Graduate qualification, or equivalent experience, within Performance Lifestyle (or the like), Human Performance, Healthcare, Coaching, Psychology, Education, Social Work, or a related field	Essential	Application
Qualification or recognised training in leadership and management (or commitment to further development)	Essential	Application
Financial Management Qualification or equivalent experience in managing financial systems	Desirable	Application
<b>Experience</b>		
Significant experience in senior leadership roles within high-performance sport, education, or welfare settings	Essential	Interview
Proven track record of designing and implementing athlete wellbeing and support strategies that deliver measurable impact	Essential	Application/Interview
Experience of implementing policy frameworks related to athlete investment, development and welfare	Essential	Application/Interview
Experience of implementing policy frameworks related to athlete investment, development and welfare	Essential	Application/Interview
Deep understanding of public investment principles, including strategic allocation, impact measurement, and financial governance within a high performance environment.	Desirable	Application/ Interview
Experience of leading complex change programmes	Desirable	Application/ Interview
Experience and demonstrated ability in developing capacity and capability in key stakeholders.	Desirable	Application/ Interview
Demonstrated ability to design, implement and manage complex projects incorporating clear objectives, milestones and deliverables.	Desirable	Application/ Interview
Demonstrated ability to manage athlete investment processes, policies including assessment, distribution, and accountability mechanisms.	Desirable	Application/ Interview
Experience of utilising AI for wellbeing and development	Desirable	Application/ Interview
Experiences of designing and operating hub working and hybrid delivery models	Desirable	Application/ Interview
Experience of working with partners and their partners to deliver a seamless athlete experience	Desirable	Application/ Interview
Experience managing and developing multidisciplinary teams	Essential	Application/ Interview
Experience of athlete case management and duty of care frameworks	Essential	Application/ Interview

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Extensive experience of strong stakeholder engagement and influencing skills at a senior level (Performance Directors, UK Sport, NGB CEOs).	Essential	Application/Interview
Experience leading change and embedding culture, wellbeing, or inclusion initiatives	Essential	Application/ Interview
Commitment to safeguarding, duty of care, and athlete wellbeing.	Essential	Application/ Interview
Experience working at major Games (Olympic, Paralympic, Commonwealth).	Desirable	Application / Interview
Experience of budget management and financial planning across large programmes	Desirable	Application/ Interview
Evidence of innovation and thought leadership in performance support.	Desirable	Application/ Interview
<b>Knowledge</b>		
<b>Knowledge:</b> Expert knowledge of performance planning, athlete support, and practitioner management with ability to shape strategy	Essential	Interview
<b>Communication:</b> Acts as a senior influencer and UKSI representative, building trust across sports and system partners.	Essential	Interview
<b>Problem Solving:</b> Resolves complex operational and strategic challenges, balancing multiple stakeholders and priorities.	Essential	Interview
Expert knowledge of athlete wellbeing, personal development, and support service delivery	Essential	Interview
Self-aware with an open consultative style and optimistic approach	Essential	Interview
Effectively and intelligently question to creatively explore challenges and collectively solve constructively multi-dimensional	Essential	Interview
Personal integrity and the ability to invoke trust and respect from others	Essential	Interview
<b>Other Considerations</b>		
All UKSI employees are expected to engage with and support training and professional development in anti-doping i.e. UKAD Accredited Advisor Certification, Safeguarding and GDPR. Employees are also expected to show commitment to promoting and supporting equality, diversity, and safeguarding within sport	Essential	Interview