

Job Description: Case Manager (Complaints)

Job Title:	Case Manager (Complaints)
Department:	Safe Sport & Governance
Reporting to:	Director of Safe Sport & Governance
Location:	Lilleshall National Sports Centre / Home Working
Requirement	Full Time (office-based min 3 days)

Our values

We have developed a set of values to guide how we operate. As one archery community:

- We value people for who they are and what they do
- We choose to work and learn together
- We strive for excellence
- We always act with integrity

Job Purpose

The post holder is responsible for the effective management of lower-level concerns and disciplinary complaints relating to the sport in line with local and national policy. The post holder is responsible for ensuring that systems are in place to manage and investigate complaints and concerns within their caseload, that action is taken to achieve early resolution and that there is an integrated approach to identify key service improvements.

The Case Manager (Complaints) will be accountable for supporting the Director of Safe Sport & Governance and Case Manager (Safeguarding) to ensure that effective safeguarding is maintained throughout the NGB and that the 'Standards for Safeguarding Children in Sport' and all legislative requirements for safeguarding children and adults are met.

Key responsibilities

- Triage complaints effectively and appropriately, delegating matters to the appropriate level within the network (club/county/region) in accordance with Archery GB policy
- Provide appropriate support where cases are delegated within the network to ensure that cases are managed in line with Archery GB policy
- Resolve complaints and concerns promptly and fairly within agreed SLAs, using risk-based triage and proportionate investigation.

This will be accomplished by working with a range of stakeholders from clubs, facility providers, to funders and other partners at national, regional, county, and local level.

Key Activities

- Provide a professional, empathetic, and transparent service, keeping complainants informed throughout.
- Conduct thorough, evidence-based investigations; identify root causes and recommend

corrective/preventive actions.

- Ensure handling aligns with policies, legal requirements (e.g., UK GDPR), and relevant regulatory frameworks.
- Produce accurate case records, dashboards, and trend analyses that inform leadership decision-making.
- Support operational teams to resolve issues and address systemic improvements; escalating high-risk matters appropriately.
- Champion process enhancements, guidance updates, and staff training based on lessons learned.
- Work with the Case Manager (Safeguarding) to ensure that cases are appropriately allocated, and safeguarding concerns are identified and actioned.
- Act as the primary point of contact for complainants within the sport, providing clear communication and updates throughout the process, including the support for Club, County & Regional Chairs, Welfare Officers and other key volunteers in carrying out their roles.
- Manage and resolve complaints and lower-level concerns promptly, fairly, and in line with organisational policies and regulatory requirements.
- Provide a professional, empathetic, and transparent service, keeping complainants informed throughout.
- Conduct thorough, evidence-based investigations; identify root causes and recommend corrective/preventive actions. Maintaining a professional, empathetic, and solution-focused approach to enhance trust and satisfaction, ensuring that any investigation is fair, thorough and proportionate to the complexity of the complaint.
- Ensure adherence to legal, regulatory, and organisational standards in complaint handling, including NSPCC, CPSU and the Ann Craft Trust high standards and Archery GB Policies & Procedures are adhered to.
- Produce accurate case records, dashboards, and trend analyses that inform leadership decision-making and closed within agreed service-level timelines.
- Support operational teams to resolve issues and address systemic improvements; escalating high-risk matters appropriately. Champion process enhancements, guidance updates, and staff training based on lessons learned.
- Develop and deliver briefing materials or training on complaint handling, customer communication, and root cause analysis.
- Assist with administration duties in dealing with investigating safeguarding and conduct cases.
- Ensure that all concerns relating to poor practice/potential abuse reported to the organisation are responded to and managed appropriately – including records system (Globocol).
- Support the Director of Safe Sport and Governance in reporting cases to the CMP, including attending CMP meetings as required.
- Responsible for maintaining own professional development and to be aware of current practices and developments in order to fulfil the role effectively

Key Relationships/Interfaces

The Case Manager (Complaints) will work with:

- Director of Safe Sport & Governance.
- Independent Case Management Panel Chair and CMP Members.
- Archery GB staff, members and key volunteers.
- External organisations such as the NSPCC CPSU (Safeguarding Children), the Ann Craft Trust (Safeguarding Adults), Government (Safeguarding) Agencies (Police, Local Authority Children's Services, DBS) where necessary.
- Regional, County and Club Chairs, Welfare Officers and other key volunteers.

Key Measures

The success of this role will be measured on:

Welfare & Safeguarding Annual Action Plan

- Meet targets and measures.

Case Management

- Case Management process supported appropriately and in a timely manner

Annual Safeguarding and Child Protection Framework Audit

- Sport England 'Met' RAG rating for Safeguarding and Child Protection in Sport

Flexibility Clause

The job holder is required to be flexible in their duties and may be required to undertake other duties and responsibilities as specified by Archery GB

Variation Clause

This is a description of the job as it is constituted at the date shown. It is the practice of Archery GB to periodically review job descriptions, to update them and to ensure that they remain relevant to how the job is to be performed.

Last reviewed: December 2025

PERSON SPECIFICATION

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Customer Services Training • Handling Complaints Training (or willingness to undertake) 	<ul style="list-style-type: none"> • Safer Recruitment Practices
Knowledge	<ul style="list-style-type: none"> • Knowledge and experience of handling complaints to full resolution • Safeguarding and Equality legislation 	<ul style="list-style-type: none"> • Knowledge of Sports Governance • Knowledge of sporting systems in the UK, and specifically archery
Experience	<ul style="list-style-type: none"> • Experience of designing and delivering training • Working with volunteers • Managing Conflicts • Statistical analysis and report writing 	<ul style="list-style-type: none"> • Membership Organisations
Skills & Abilities	<ul style="list-style-type: none"> • Ability to assimilate a range of complex information and make judgments • Excellent interpersonal and communication skills, able to communicate very sensitive, complex/contentious information with empathy and where there are barriers to understanding • Negotiating and influencing skills and ability to deal confidently with conflict situations • Ability to deal with conflicting demands ensuring that key priorities and deadlines • Ability to plan and prioritise own workload and that of others • Well-developed IT skills including the use of databases • Communication Skills 	<ul style="list-style-type: none"> • Familiar with 'Globocol' platform for case management
DBS	<ul style="list-style-type: none"> • DBS Enhanced Check (AGB will carry out as appropriate) 	