**Error! Filename not specified.**

* Responsible for the day to day running of Swim England’s Office of Judicial Administration (OJA).
* Provide an excellent customer service to our aquatics community, acting as the first port of call for enquiries into the OJA, providing guidance as appropriate and in line with the OJA procedures.
* Provide effective line management, guidance and support for the Judicial Administrator.
* Build and maintain professional relationships with the Judicial Commissioner, Judicial Management Group, and ‘Friends’ network to enable effective communication in all judicial matters.
* Collaborate with colleagues across all of Swim England, especially the safeguarding, disciplinary and legal functions, to ensure a seamless customer experience.
* Develop efficient, customer centred processes for all aspects of the OJA administration and communication functions.
* Maintain accurate records relating to each matter, ensuring the case management schedule is updated in a timely fashion.
* Ensure timescales within the Regulations are adhered to at all times.
* Organise training for the ‘Friends’ network and the Panel members to ensure a professional, values-driven service within the OJA.
* Produce key metrics for the OJA function.
* Arrange and attend each Judicial Management Group meeting.

**Skills and experience required**

**Essential**

* Excellent professional and empathetic communication skills.
* Strong organisational skills.
* Professional, self-motivated and able to work on own initiative with sole responsibility for administration of the Judicial function within Swim England.
* Experience of working in a highly collaborative fashion.
* Remains calm and works well under the pressure of producing accurate work within tight deadlines.
* Values driven approach to customer service.
* Passionate about driving process-led efficiencies to improve the customer experience.
* Experience working in an administrative role.
* Experience of delivering excellent customer service in a similar environment

**Desirable**

* An understanding of sports governance structures and procedures.
* Experience leading an administrative function, which could be in a legal or other customer service environment.
* Experience of creating, monitoring and reporting on Key Performance Indicators.

**Values:**

We include

We are ambitious

We collaborate

We do what’s right

**Job Purpose:**

You will be responsible for the day-to-day running of Swim England’s Office of Judicial Administration, assisted by the Judicial Administrator.











**Job Title:** **Judicial Office Manager**

**Department:** Legal

**Reporting to:** Director of Legal

**Direct Reports:** Judicial Administrator

**Location:** SportPark Loughborough

**Grade:** 8

**Key responsibilities**

Job Description