



Cricket Wales – Business Support Officer

Job Title: Cricket Wales – Business Support Officer

Location: Wales

Reporting to: Clubs and Leagues Lead

Salary: £24,000 - £28,000

Contract: Permanent

Do you want to support and develop Cricket Clubs & Leagues across Wales? Here's your chance.

We're looking for an organised, people-focused team member who can support clubs and leagues to become thriving, inclusive, and sustainable community hubs. You'll work directly with clubs, leagues, internal and external stakeholders, to ensure they have the tools, guidance, and confidence to grow.

If you have a passion for customer service, are highly efficient on IT systems, have experience in sports or community development, and know how to bring people together to make lasting change, this could be your perfect next move.

Why you'll love it

- The opportunity to be part of our new strategic vision at a pivotal moment in Welsh cricket
- A role that blends system management, operational excellence and first-class support.
- Flexible working options
- Competitive salary and great benefits
- Company pension scheme

Job Purpose

- To deliver high-quality administrative, operational and customer-focused support across Wales. The postholder will play a central role in ensuring the smooth operation, development and governance of recreational cricket in Wales, supporting clubs, leagues, volunteers and stakeholder partners through excellent service and system management.
- This role directly supports the modernisation and efficiency of ECB/Cricket Wales systems, improves safeguarding and membership compliance, and strengthens the experience of clubs, leagues, volunteers and players across Wales.

Together, Lead, Care – these are our values. If you believe in empowering communities, inspiring action, and working collaboratively to achieve real impact, we want you on our team.

Cricket In Wales – creating captivating ways to be involved in cricket.

Cricket Wales recently launched a brand new, exciting, and dynamic strategy developed in partnership with Glamorgan Cricket. This ensure that cricket in Wales thrives now and into the future. At the heart of this vision is our commitment to Criced, A Sport for All, ensuring people of all ages and backgrounds have exciting and meaningful ways to engage with the sport. By offering clear, compelling, and innovative programmes we aim to enhance the cricketing experience and grow our community offer.

JOB DESCRIPTION

Responsibilities

- Provide outstanding customer service to the Cricket Wales network, including clubs, leagues, internal and external stakeholder partners.
- Promote inclusive, safe and welcoming cricket opportunities, supporting Cricket Wales's commitments to women & girls, diverse communities, disability cricket and areas of deprivation.
- Work collaboratively with stakeholder partners to deliver consistent standards and communication across Wales.
- Support delivery of ECB and Cricket Wales' strategic priorities through effective administration and proactive engagement.

Specific Responsibilities

1. ECB/Cricket Wales Systems

- Oversee the administration and monitoring of the ECB and Cricket Wales CRM, compliance and other customer facing systems for clubs, leagues and volunteers in Wales.
- Provide first-line support to clubs on system use, volunteer roles, safeguarding requirements, onboarding and troubleshooting.
- Monitor and report on DBS certification, Safeguarding training, Safe Hands officer compliance and other mandatory standards.

2. Club Support, Development & Safeguarding Compliance

- Work with the Designated Safeguarding Officer (DSO) and league safeguarding officers to strengthen safeguarding standards across Wales.
- Support delivery of Safe Hands courses, club development requirements and club audits.
- Help new volunteers navigate qualification pathways and ensure clubs meet annual safeguarding and governance expectations.

- Assist Clubs and Leagues Lead with club development planning and ongoing engagement.

3. Workforce & Volunteer Administration

- Support the Cricket Wales Coach Development Lead with the administration of Activator training, coaching courses and CPD workshops.
- Coordinate venue bookings, tutor deployment, candidate communication and pre-/post-course requirements.
- Maintain accurate volunteer and workforce records across relevant ECB systems.
- Provide basic guidance to clubs on accessing Sport Wales or ECB funding for course candidates.

4. Competition Coordination / League Support

- Administer and deliver Cricket Wales competitions (senior, women's, junior, schools, and new formats) with consistent branding and standards.
- Manage competition budgets responsibly and monitor financial processes.
- Review and refine competition rules and organisation using feedback from clubs, steering groups and players. Promote the Spirit of Cricket and "Get the Game On" behaviours to participating clubs.
- Provide high-quality support to leagues, clubs, teams and players, acting as the single point of contact for queries, rule compliance and first point of contact for discipline issues.
- Generate and manage fixtures, promote participation, and monitor completion and Play-Cricket usage.
- Promote competitions across Cricket Wales channels, including social media, and seek wider media and commercial engagement.
- Coordinate with key partners such as WACO and the ECB on officials, sponsorship, scheduling and other requirements.
- Organise Finals Day events, including tendering for host venues, coordinating arrangements, and running presentations, trophies and medals.
- Support junior league and schools' competition development, working with Cricket Wales Leads to grow entries and modernise systems.
- Develop efficient systems and processes to minimise administrative workload for volunteers and ensure consistent reporting.

Key Measurables

- Accurate, timely administration of ECB/Cricket Wales systems.
- Assisting clubs to achieve compliance for effective management (DBS, Training, Safe Hands, Club Accreditation, etc).
- Competition fixture completion and data monitoring of P-C measurables (completed/ conceded /rescheduled and abandoned fixtures)
- Increase competition entries.
- Run efficient and enjoyable competitions/events. Attaining high satisfaction rates from clubs and league partners.

- Successful delivery of Finals Days and events.

Required Skills and Experience

Essential

- Experience of planning, administering or coordinating sports competitions.
- Experience engaging with volunteers and community sports clubs.
- Strong administrative and IT skills, with ability to manage multiple systems.
- Understanding of safeguarding principles and volunteer compliance requirements in sport.
- Experience working with Play-Cricket or similar digital competition platforms or ability to learn quickly.

Desirable

- Previous involvement in sports development, cricket league administration or club support.
- Experience using ECB/Cricket Wales/other customer facing systems e.g. Safe Hands Management System, Play Cricket, Clubspark.
- ECB Safeguarding training and First Aid or willingness to undergo training.
- Enhanced DBS check on appointment (required).

Skills

- Excellent organisational and multitasking ability.
- Strong written and verbal communication.
- Ability to build positive relationships with clubs, leagues, and volunteers.
- High level of attention to detail and data accuracy.
- Problem-solving skills and ability to work under pressure during peak cricket periods.

Additional role information

- Willingness to work some evenings and weekends, particularly during summer.
- A passion for supporting recreational cricket in Wales.
- Full UK driving licence and access to a vehicle.
- Welsh language skills desirable but not essential.

Our Commitment to Inclusion & Well-being

Cricket Wales' values, **Together, Lead, Care** are embedded into every aspect of the organisation, guiding our actions and decisions ensuring equitable opportunities for all. We particularly encourage applications from individuals underrepresented in cricket, including women, ethnically diverse communities and individuals with disabilities. We are also dedicated to fostering an inclusive experience for all, in line with our strategy vision **Criced, A Sport for ALL**, we would love to hear from you.

To apply:

Please complete the attached application form and return along with a covering letter to sandie.keane@cricketwales.org.uk by noon on 26th January 2026

If you wish to discuss this role further, please contact the Clubs and Leagues Lead mark.dixon@cricketwales.org.uk

Please note: if you have not heard from us by 30th January 2026 your application has not been successful in progressing to the next stage.

SAFER RECRUITMENT

For details on our commitment to Safer Recruitment please see [Safer Recruitment Policy](#)

SAFEGUARDING

Cricket Wales believes that Safeguarding is an essential element that is central to all we do. Every, child, young person and adult have the right to feel safe and included in all that they do, and this means ensuring we have the right people working within our organisation by following a robust safe recruitment process. Cricket Wales strive to make cricket in Wales a safe and enjoyable place for 'everyone' to experience at all levels of the game.

Cricket Wales is committed to providing equitable opportunities. While we will always appoint on merit, we would particularly encourage applications from under-represented groups and communities in cricket – especially female, ethnically diverse people, or those with a disability.

You must be based and hold the right to work, in the UK to apply for this position.