



Bowls England – Club & County Services Officer

Role Overview

We are seeking a proactive, customer-centric and highly organised professional with a can-do attitude to join our dynamic team. This is an exciting time for Bowls England with the 2026 Commonwealth Games in Glasgow and 2027 World Championships in Royal Leamington Spa on the horizon.

We're determined to maximise the opportunities afforded by these events to increase participation in our sport across England whilst ensuring that we continue to meet the day-to-day needs of our affiliated clubs and County Associations.

The successful candidate will play a key role across the business including customer service, developing resources that can support and educate Club and County Association leaders, managing the administration of education activity including 'ClubZone' at major events and providing operational support to our Performance and Talent Pathway teams.

About Bowls England

Based in Royal Leamington Spa, Bowls England is the National Governing Body for lawn bowls, the format of the sport featured at the Commonwealth Games. In 2021 we launched our ambitious *Fit for the Future* strategy, focused on growing participation and building a sport that enriches lives, connects communities, and leaves a legacy.

At the heart of our work is a committed team of staff, a knowledgeable Board of Directors, a dedicated Presidential team and an incredible volunteer workforce. We are proud to champion a culture that is collaborative, adaptable, responsible and encouraging. We live and breathe our values, appreciate these qualities in others and look for these characteristics in new members of the team. If you're collaborative, adaptable, responsible and encouraging, you'll definitely fit in.

To find out more, visit www.bowlsengland.com.

Role Summary

Job Title: Club & County Services Officer

Reporting To: Head of Sport Development

Location: Hybrid working in Royal Leamington Spa and at home (with occasional travel)

Type: Permanent

Key Responsibilities

Customer Service

- Act as the first point of contact for customer enquiries by post, telephone or email
- Handle general enquiries from Affiliated Club at source or, where necessary, triaging to relevant members of the team
- Handle enquiries directly from County Associations and work with County Associations to provide support and guidance for Affiliated Clubs.
- Work across the Bowls England team to ensure our communications channels provide clear answers to FAQs
- Handle inbound complaints and concerns on safeguarding and disciplinary cases, working with the Governance and Safeguarding Manager.



Resources and Education

- Develop resources and content that can support and educate Club and County Association leaders.
- Manage the branding store of club and county assets
- Working across the Bowls England team, develop sections of the website to ensure Affiliated Clubs and County Associations can easily locate and access information.
- Support the production of Club and County Association newsletters, providing content to the Content and Communications Officer
- Support the delivery of training sessions including facilitating meetings and developing content
- Manage 'ClubZone' at National Finals and World Championships
- Manage 'Week of Learning' in conjunction with Bowls Development Alliance

Administration and Data

- Manage affiliation returns from county associations
- Manage associate membership
- Support clubs and counties with ensuring data held on PlayBowls is current
- Ensure Safeguarding Register is up-to-date
- Administer DBS applications
- Provide administrative support for the Performance and Talent Pathway teams

Person Specification – Experience

During the application process, we hope you'll evidence:

Essential

- Customer Service Experience – Proven experience in providing high-quality customer service via phone, email and in person
- Strong Communication Skills – Excellent written and verbal communication skills, with the ability to handle enquiries and complaints professionally and sensitively.
- Organisational and Administrative Skills – Demonstrated ability to manage multiple tasks, maintain accurate records, and meet deadlines.
- IT Proficiency – Competent in using Microsoft Office applications and comfortable working with databases, online content management systems, and digital communication tools.
- Teamwork and Collaboration – Ability to work effectively with colleagues across departments and support cross-functional projects.

Desirable

- Knowledge of the sport of bowls either as a player, volunteer or administrator
- Experience in Sports Administration – Understanding of the structures and operations of clubs, counties and national governing bodies within sport.



- Content Development Skills – Experience in creating educational or support materials, newsletters or online resources.
- Knowledge of Safeguarding Processes – Familiarity with safeguarding, DBS administration and related compliance procedures.
- Website and Brand Management Experience – Understanding of managing web content, brand assets or online stores.

Person Specification – Skills and Behaviours

Whilst also demonstrating you are -

- An excellent and willing team-player capable of acting on instructions and getting the best out of other people when working within a team or leading others.
- Highly-organised with attention to detail and able to integrate a number of concurrent work-streams.
- Customer-centric with an empathy towards the experience of volunteers and participants in sport.
- Up for a challenge and have a positive, energising, can-do attitude.
- Hard working and accountable, with an appetite for continuous improvement.
- Willingness to work flexible hours, including evenings and weekends during events.

Benefits & Working Environment

- Salary: £24,000–£28,000 per annum depending on experience.
- Performance-related bonus scheme.
- Company pension scheme.
- 25 days annual leave plus public holidays (including office closure over Christmas).
- Complimentary access to Bowls England events and partner benefits.
- Professional development budget and structured performance reviews.
- Opportunity to work closely with England players and international programmes.
- A supportive, collaborative and dynamic team culture in a small, purpose-driven organisation.

Equal Opportunities Statement Bowls England is committed to being an inclusive employer and values diversity. Recruitment decisions are made on the basis of skills, experience, and organisational fit.

Our values

To achieve our mission we will be –

Collaborative - we believe that together we can achieve more. We share perspectives, seek out common goals and perform tasks with a mind-set of respect, trust and co-operation. We appreciate the varied contributions of those around us and are prepared to challenge those who do not have the wider interest of the sport at heart.

Adaptable - we will strive to be relevant in the ever-changing environment in which we live. We will be open-eyed and open-minded to the opportunities ahead of us, we will listen to others, and we will display a can-do attitude. Whilst we remain steadfast in our purpose, we recognize the importance of being flexible in our approach.



Responsible - as custodians of our sport, we are committed to leaving it in a better place than we found it. We will be focussed in our mission, we will be proactive, we will be accountable for the decisions we make and we will be conscientious in our duties. We learn from our bad days and celebrate our good ones, knowing we will start afresh tomorrow.

Encouraging - we will harness the energies of those around us through our friendly, positive yet resilient demeanour. We will enable others to imagine what is possible, empower them to fulfil their potential and support them at times of need. Our words and actions will be motivational and embolden our sport in its future endeavours.

How to Apply

To apply, please send your CV and a cover letter outlining your suitability to Darren Butler (People Officer) at ourfuture@bowlsengland.com with the subject line "Club & County Services Officer". The closing date is Monday 17th November 2025 at 17.00 with initial interviews to be held during the week commencing Monday 24th November 2025.