**Amateur Football Alliance**

**Recruitment Pack: Football Services Administrator**

Dear Applicant

**Re: Football Services Administrator**

Thank you for your request for an application pack for the above vacancy, I have pleasure in enclosing the application form and job description.

We would welcome your application if the job appeals to you and you feel that you can demonstrate that you meet the criteria.

If you wish to apply, please ensure that your completed application form and CV are submitted to me by 5.00pm Tuesday 18th September 2018 in an envelope addressed for my personal attention and marked ‘Private and Confidential’ or by email to jason.kilby@amateur-fa.com .

It is not mandatory to complete the Equality monitoring form and non-completion will not affect your application. However, if you do wish to complete the form, please return it with your application in a blank envelope to ensure anonymity.

We pride ourselves on providing a membership focused service and the successful post holder will need to demonstrate empathy to that approach.

The post is offered on a permanent contract initially based in our offices in Central London.

Please note that you will be informed by Friday 21st September if you have been short listed for interview. Only candidates invited to interview will be contacted, unsuccessful candidates will not be contacted. The interview date is likely to be week commencing Monday 24th September.

I look forward to receiving your completed job application form and CV.

Yours sincerely

Jason Kilby

Chief Executive

Amateur FA, Unit 3, 7 Wenlock Road, London, N1 7SL

**Application form: Football Services Administrator**

To be returned to:

Jason Kilby, Chief Executive, Amateur FA, Unit 3, 7 Wenlock Road, London N1 7SL marked ‘Private and Confidential’ or by email jason.kilby@amateur-fa.com

|  |  |
| --- | --- |
| Surname  |  |
| First name |  |
| Address |  |
|  |  |
|  |  |
| Post Code |  |
| Contact Telephone Number |  |
| Mobile Telephone Number |  |
| Email Address |  |
| Do you consider yourself to have a disability? Please tell us if there are any ‘reasonable adjustments’ we can make to assist you in your application or with our recruitment process |  |
| Do you need a work permit to work in the UK? |  |
| If appointed, what period of notice are you required to give your current employers? |  |
| Please give the names and address of two referees who can be contacted (only in the event of your being offered the position). Please state in what capacity they are known to you (i.e. Personal or employer, etc) |
| Reference One |
| Reference Two |
| Do you hold a current Football Association issued Criminal Records Bureau certificate? YES / NO |

Please return this form together with your CV and a covering letter why you are applying for this position by 5.00pm Tuesday 18th September 2018

*I certify that the above are correct details and that any offer of employment would be subject to satisfactory references. I also consent to the AFA making verification checks as appropriate.*

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To assist us in monitoring that the wider community is being made aware of our vacancies, you are invited to complete the following form. It is not mandatory and non-completion will **not** affect your application. Please detach and return in an unmarked envelope with your application form.

**Ethnic background.** Please choose one category from A to E and then please mark X in the appropriate box to indicate your ethnic background

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A White** |  | **B Mixed**  |  | **C Asian or Asian British** |  |
| English  |  | White & black Caribbean |  | Indian |  |
| Irish |  | White & black African |  | Pakistani |  |
| Scottish |  | White & Asian |  | Bangladeshi |  |
| Welsh  |  | Other |  | Other |  |
| Other |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **D Black or Black British** |  | **E Chinese or Other Ethnic group** |  |
| Caribbean  |  | Chinese |  |
| African |  | Other |  |
|  |  |
| Other |  |

Do not wish to disclose Yes No

**Disability**

Do you consider yourself to be a disabled person? Yes No

If you have indicated yes please mark X in all the boxes that apply to you:

|  |  |  |  |
| --- | --- | --- | --- |
| Hearing impairment  |  | Physical impairment  |   |
| Learning difficulty / disability |  | Visual impairment |   |
| Mental health issues |  | Do not wish to disclose Yes No  |

**Religion**

|  |  |  |  |
| --- | --- | --- | --- |
| Buddhist |  | Muslim |  |
| Christian  |  | Sikh |  |
| Hindu |  | No active faith |  |
| Catholic |  |  |  |
| Jewish |  | Any other religion (please write in) |  |
| Do not wish to disclose Yes No  |
|  |

**Sexual orientation**

|  |  |  |  |
| --- | --- | --- | --- |
| Heterosexual |  | Lesbian |  |
| Gay |  | Bisexual |  |
| Do not wish to disclose |  | Other (please write in your preferred description) |  |

** Amateur Football Alliance**

 **Job Description: Football Services Administrator**

|  |  |
| --- | --- |
| **Role** | Football Services Administrator  |
| **Contract Type**  | Permanent  |
| **Hours per week**  | Full time  |
| **Salary**  | Starting Salary £18,500 per annum  |
| **Location** | Amateur FA Offices |
| **Reports to**  | Football Services Manager |

**Role purpose:** To undertake regulatory and operational administrative functions of the business supporting the delivery of The FA National Game Strategy and Business Plan.

**Work programme:**

* **Operations**
	+ Provide administrative support to the Football Services Team.
	+ To contribute to an effective business culture across the Company.
	+ Deliver Whole Game System, products and procedures to meet the needs of customers.
	+ Work alongside other functional units of the business (Workforce, Safeguarding and Football Development) to provide an efficient, transparent and consistent level of service to customers.
	+ Ensure customer enquiries are handled promptly and professionally in line with the Company values, policies and procedures.
	+ Be an advocate of the brand, by compliance with policies, procedures and brand standards.
	+ Foster a culture of execution and passion for customer excellence.
* **Data Systems**
	+ Ensure the Customer Relationship Management System is maintained across the following categories:
* Membership -Clubs, Leagues, Teams, Players, District Associations
* Individuals - Coaches, Players, Referees, Spectators, Team Officials)
* Disciplinary - Cases – Cautions, Standard Charges, Misconducts (cases, sanctions, suspensions, Investigations, Commissions)
* Identify, collect and clean historical data.
* Manipulate, analyse and interpret membership data using CRM data systems and online platforms.
* **Membership**
	+ Implement the affiliation and registration process of Competitions, Clubs and Referees offering support to stakeholders in line with the Association’s vision and values and agreed processes.
* **Competitions**
	+ Administer the Association’s Adult and Youth Cup Competitions through FA Full Time
	+ Act as Secretary to the County Cups Committee and Sub Committees
	+ Support with the organisation and delivery of County Cup finals
	+ Work with local County FA’s to deliver the Capital Women’s Cups programme
* **General**
	+ Acts in accordance with legislation, statutory guidance and Affiliated Football’s Policy and Procedures and any associated guidance.
	+ Act as a Deputy Designated Safeguarding Officer as required.
	+ Safeguarding is taken into consideration in all decision making and that safeguarding principles underpin all areas of activity with Under 18’s and vulnerable adults.

**Experience:**

|  |  |
| --- | --- |
| **Essential**  | **Desirable**  |
| Experience in an administration role  | Knowledge of the grassroots football infrastructure  |
| Proficient in data management and interpretation | Knowledge of The FA Rules and Regulations |
| Proficient in the use of online systems | Senior County Referee Level 5 or above  |
| Possess a dynamic, progressive attitude towards innovative practice and processes | Experience of influencing volunteers |
| Working experience using Microsoft Office and a passion for modern technology | Knowledge of The FA Whole Game System  |
| An ability to engage with both the paid and volunteer workforce | Knowledge of The FA Full Time  |
| A working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice | Experience of Safeguarding in Sport |
| Influence and negotiation skills |  |

**Behaviours:**

|  |  |
| --- | --- |
| **Essential**  | **Desirable**  |
| Problem solving Team work Communicating Customer Excellence Developing self and others Conflict management Leadership Adaptable / Flexible | **Member-Focused** **Professional**Work with **Integrity****Team** player**Progressive** |

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.  The responsibilities, skills, experience and behaviours might differ from those outlined and other duties, as assigned, might be part of the job.