**Job Description and Person Specification**

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| **Job title** | Football Workforce Officer |
| **Reports to** | Senior Football Workforce Officer |

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| **Job purpose(s)** |
| * To support delivery of The FA Grassroots Football Strategy and the Birmingham County FA Business Strategy. * To assist in the efficient running of the Football Workforce department. * To contribute to the effective implementation of The FA’s Safeguarding Operating Standard for County FAs. * To support the adoption of FA technology systems across grassroots football. * To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time. |

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| **Location** | A combination of Birmingham County FA HQ and remote working locations |  |
| **Working hours** | 35 Hours a week including some evenings and weekends |  |
| **Contract type** | Fixed Term – 6 Months |  |

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| **Responsibilities** |
| * To work with and support the Development Team with the changing priorities in relation to the KPI data * To establish, develop and maintain effective working relationships with all work colleagues to ensure a ‘one team’ approach to the delivery of customer excellence so that overall business plan objectives are supported and met. * To work flexibly and support general business administration across all areas of the organisation as and when required by the Senior Leadership Team. * Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within football development programmes. * Risk-assess all Birmingham County FA events and activity for under-18s and where the Birmingham County FA directly employs or deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place. * Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing. * Listen to and consult with under-18s on their experiences of grassroots football as part of the Birmingham County FA youth engagement strategy. * Utilise the feedback from under-18s and adults at risk to enhance the experience and fun and safety in grassroots football. * Provide the highest level of customer excellence to support volunteers across all FA Technology systems. * Support the club, league & Referee workforce queries using Freshdesk. * Provide a high level of administration using systems such as excel, google forms and google sheets. * Utilise FA Education systems to administer the workforce programme. * You must ensure you are capable to working towards daily deadlines. * You must provide excellent communication skills through the use of email, text services, social media. |

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| **Person specification** | |
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| **Qualifications** | |
| **Essential**   * GCSEs at Grade C (or equivalent) in English and Maths. | **Desirable**   * A qualification in sports development. |
| **Skills** | |
| **Essential**   * Ability to work independently and as part of a team. * Excellent organisational skills and the ability to prioritise workload effectively. * Excellent problem-solving and decision-making skills. * Ability to communicate effectively and in a manner appropriate to the audience. * Commitment to delivering exceptional standards of customer service. * Excellent IT skills, including the use of Microsoft Office applications. * Attention to detail and an ability to manage accurate recording and reporting of information. | **Desirable** |
| **Knowledge and experience** | |
| **Essential**   * Practical experience of sports/football development. * Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding. * Knowledge of the structure and partner organisations within football, nationally and within the County FA locality. | **Desirable**   * Knowledge of The FA’s Grassroots Football Strategy. * Knowledge and understanding of working with volunteers. * Playing Experience |
| **Enhanced DBS Check required?** | YES |
| **Clean, full driving licence?** | YES |

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| **Job description reviewed and modified by:** | Luke Bowles – Senior FDO/FDM |
| **Date job description reviewed and modified:** | 23/08/2021 |
| **Job description authorisedby:** |  |

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| **Signed by job holder (on appointment):** |  |
| **Date signed:** |  |

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.