

Job Title:	Business Support Officer (Workforce)		
Reports To:	Head of Football Development (HFD)	Jobs Reporting into the Job Holder:	None
1. Job Purpose			
<ul style="list-style-type: none"> To develop a diverse, qualified and talented football workforce. To work with the Football Development Team to ensure the following Key Performance Indicators are achieved, <ul style="list-style-type: none"> - <i>Number of BAME (Black, Asian and Minority Ethnic) Coaches and Referees (Male and Female) – FA Level, FA Level 2, UEFA B</i> - <i>Number of Female Coaches – FA Level, FA Level 2, UEFA B</i> - <i>Number of Female Referee</i> <i>A qualified coach per youth team (U7 – U18</i> 			
2. Principal Accountabilities/Responsibilities			
<ul style="list-style-type: none"> Contribute to the West Riding FA's delivery of an effective Safeguarding Plan, including the Safeguarding Operating Standard. Administrate the Workforce Development Programme in line with agreed protocol. To manage, develop and coordinate the administrative functions that underpin the delivery of Continued Professional Development (CPD) programmes for Volunteers and Referees. To work in partnership with the FA County Coach Developer (CCD) and Referee Development Officer (RDO) in ensuring an effective and efficient Workforce Development Strategy is delivered. Plan to achieve quarterly set targets through direct marketing techniques and customer engagement tactics to increase the number of coaches and referees and upskill the existing stock. Coordinate use of onsite and offsite facilities to ensure compliance with minimum operating requirements (Safeguarding and Health and Safety) and provides an outstanding customer experience. To ensure compliance with FA and West Riding FA Minimum Operating Standards, including but not limited to safeguarding. To manage and implement key policies from FA Education/ 1st 4 Sport / The Media Group in relation to Coach and Referee Education. With integrity, resilience and drive support the FA Coach Developer to coordinate and enthuse the tutor workforce to deliver an outstanding customer experience. Use existing national and local insight to design, develop, deliver and evaluate programmes, services and products to meet the needs of customers. Develop new insight to inform services and products to meet the needs of customers. Identify, develop and maintain key strategic partnerships to ensure delivery of CFA Business Plan and FA National Strategy. Provide progress reports to the management team, Board (and any associated Committees), The FA and other partners. Provide qualitative and quantitative reports to the Senior Management Team on agreed metrics. Contribute to the content, development and communication of high quality resources, products and services to underpin the successful delivery of the CFA Business Plan and FA National Strategy. Support the production of strategies, operational and project plans. Monitor and evaluate all interventions based on economic, social and footballing outcomes. Provide supervisory support to the Business Support Administrator (BSA) to deliver the BSA Job Role Profile. Drives passion for an excellent customer journey at all times 			

- Ensure compliance with CFA's health and safety policies
- Ensure that the CFA effectively implement and maintain the FA's Safeguarding Operating Standard within Football.
- Be an advocate of the West Riding FA Brand by compliance with policies, procedures and brand standards
- Executes additional tasks as required in order to meet CFA's changing priorities

3. Knowledge/experience/technical skills/behaviours

Essential	Desirable
<ul style="list-style-type: none"> • A high level of emotional intelligence • A curious attitude • Working experience using Microsoft office and the ability to adapt to using technology whilst championing innovation • A working knowledge of the grassroots football infrastructure and the FA National Game Strategy • A working understanding and application of inclusion, equality and anti-discrimination, safeguarding and best practice • An ability to engage, using Influence and negotiation, with paid and volunteer workforce • Possess a dynamic, progressive attitude towards innovative practices and processes • Experience in ensuring compliance with processes and minimum standards frameworks • Possess excellent problem identification and solution activation skills • Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes • Project management skills and experience – to plan, set and achieve objectives within strict deadlines • Experience of monitoring and evaluation of programmes • Ability to work independently and as part of a team • Proven ability to work under pressure and meet multiple deadlines • Ability to work flexibly and sometimes unsociable hours • A working knowledge's and application of GDPR • Driving licence and own car 	<ul style="list-style-type: none"> • Experience working in a charitable, not for profit and/or membership driven organisation • Excellent communication skills using traditional, modern and emerging media • Experience working with FA IT Systems namely Full Time, LMS, Whole Game System • Recognised qualification in Business Administration or equivalent other relevant qualification • An understanding of the challenges associated with running grassroots football activity • Budget / resource management • Experience of implementing policies, protocols and guidance

b) Behaviours – as defined in County Football Association Competency Model	c) WRCFA Vision and Values
<p>Progressive - We embrace new thinking in the pursuit of continuous improvement ,Innovation, Creative, Future thinking, Ground-breaking, Problem Solving, Challenge</p> <p>Respectful - We set the standards for respectful behaviour across the game. Maintaining Standards, Role modelling, Respecting others’ opinions and values</p> <p>Inclusive - We champion and ensure that football is and will remain a game for everyone. Championing, Supporting, Including, Leading, Collaborative</p> <p>Determined - We are tenacious and accountable to each other in serving the whole game and doing the right thing. Driven, Stamina, Tenacious, Focused, Resilient</p> <p>Excellent - The very best outcome can only be achieved by sustained excellence in performance. Be the best you can be, Striving for success, Excelling, Exceeding expectations</p>	<p>Vision: To create enjoyable experiences and help form lasting memories through football</p> <p>Values:</p> <p>1.Simple: We keep our communication easy to understand and our processes uncomplicated</p> <p>2.Transparent: We make our decisions and actions open , honest and consistent</p> <p>3.Accessible: We are there for when our customers need us</p> <p>4.Inclusive: We ensure that everybody can enjoy the game regardless of individual difference</p> <p>5.Relevant: We understand the views needs and expectations of everyone involved in the game</p> <p>6.Care: We are passionate about delivering an exceptional football experience</p>
<p>Further Information</p> <p><i>“As this role involves regulated activity with children or young people under the age of 18, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role.”</i></p>	

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.

The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.