

**Job Title:** Football Services Assistant

**Line Manager:** Football Services Manager

**Job Purpose:**

* To be the first point of contact with customers and deal with enquiries.
* To assist in the efficient running of the Football Services department.
* To support delivery of The FA National Game Strategy in partnership with key stakeholders.

**Key Responsibilities:**

* Deal with telephone enquiries and customers.
* Deal with the daily post.
* Lead on dealing with the [info@kentfa.com](mailto:info@kentfa.com) account.
* Support with the administering of discipline.
* Provide advice and support to clubs, leagues, referees and volunteers dealing with discipline.
* Act as secretary on personal hearings if required.
* Support in dealing with reports of discrimination.
* Provide advice and support to clubs, leagues, and volunteers dealing with online player registration.
* Support the renewal process for the sanction of leagues and competitions, and affiliation of clubs.
* Undertake the administration of referee training courses.
* Appoint referees to county cup matches and representative matches in conjunction with the Referee Development Officer.
* Support the registration of referees.
* Support the development of the Whole Game System across the county; ensuring leagues, clubs, referees and players understand the full functionality and how it can support them.
* Use modern and effective marketing and communication methods to raise awareness and improve perception of the Kent FA.
* Support the roll out of all new FA IT systems.
* Support the implementation and communication of new structures, rules and regulations to stakeholders.
* Support budget holders to monitor and manage budgets effectively.
* Provide support to the Football Services Manager when required to do so.
* Carry out any other duties prescribed by the Chief Executive Officer or Football Services Manager.

**Job Skills & Abilities**

* Passionate and committed to the development of football at a local level.
* Able to work under pressure, handle multiple priorities and meet deadlines.
* Exceptional customer service, work as part of a team with excellent planning, communication and presentation skills.

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