**Role Profile**

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| **Job Title:** **Salary banding**  | Football Services Administrator (Workforce)£18,565- £21,000 |
| **Reports To:**  | Head of Engagement and Support  | **Jobs Reporting into the Job Holder:** | There are no line reports to the post holder  |
| **1. Job Purpose** |
| * To deliver effective administrative support to the Workforce team to support the delivery of the strategic plan
* To deliver effective administrative support across the London FA team to support the delivery of the strategic plan
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| **2. Principal Accountabilities/Main Responsibilities** |
| **Workforce specialist** * Provide administration assistance across workforce and governance in line with the strategic plan
* Provide administration assistance to referee development (referee registration, events, closed dates, appointments)
* Provide administration assistance to player registration
* Provide administrative support to the cups and competitions run by London FA
* Provide administrative support to courses
* Provide support for football workforce through CRC process
* Ensure safeguarding is embedded into all work and activities

**General*** To provide support with responding to general enquiries by phone and email
* To provide administration assistance on updating and maintaining player records, updating suspensions, taking payments, affiliation and sanctioning process
* To provide assistance on producing reports for Board meetings as required
* To target the recruitment and engagement of non-affiliated clubs and leagues to come on board with the London FA
* To run workshops to support London FA clubs and leagues
* Commitment to on-going professional development
* To support the delivery of other key areas of the business as required
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| **3. Knowledge/Experience/Technical Skills/Behaviours** |
| **a) Knowledge/Experience/Technical Skills** |
| **Essential*** Experienced in working in a work in high pressure environment and deliver results within agreed time frames
* Experience of working with challenging customers and support the delivery of their enquiries.
* Administration and IT skills
* Ability to prioritise and structure work
* Attention to detail
* Effective communicator – verbal and written
* Ability to read, digest and assimilate information quickly and effectively
* Able to effectively monitoring and evaluation
* Project management skills
* Ability to think ‘outside of the box’ and gather and collate information
* Ability to review process and make improvements to make
* Ability to run workshops and training sessions to a wide range of audiences
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| **b) Competency c) Values**  |
| * Teamwork
* Communicating
* Delivery
* Customer Excellence
* Developing Self and Others
* Integrity
* Conflict Management
* External Awareness
 | * Team Work
* Passion
* Excellence
* Integrity
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| **Further Information*****Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities? No*** |