**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 | | | | | |
| **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 | | | | | |
| **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 | | | | |  |
| **b) Competency c) Values** | | | | | |
| * Teamwork * Communicating * Delivery * Customer Excellence * Developing Self and Others * Integrity * Conflict Management * External Awareness | | | * Team Work * Passion * Excellence * Integrity | | |
| **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*** | | | | | |