**Middlesex Football Association**

**Recruitment Pack: Business Support Administrator**

Dear Applicant

**Re: Business Support Administrator**

Thank you for your request for an application pack for the above vacancy and have pleasure in enclosing the application form and job description.

We would welcome your application if the job appeals to you and you feel that you can demonstrate that you meet the criteria.

If you wish to apply, please ensure that your completed application form is submitted to me by 5pm on Wednesday 3rd April in an envelope addressed for my personal attention and marked ‘Private and Confidential’ or by email to chief.exec@middlesexfa.com

It is not mandatory to complete the monitoring form and non-completion will not affect your application. However, if you do wish to complete the form, please return it with your application in a blank envelope to ensure anonymity.

We pride ourselves on providing a membership focused service and the successful post holder will need to demonstrate empathy to that approach.

The post is wholly funded by the Football Association with current funding confirmed until 30th June 2021 and will be based at our state of the art facility at Rectory Park, Northolt.

Please note that you will be informed by Friday 5th April if you have been short listed for interview. Only candidates invited to interview will be contacted, unsuccessful candidates will not be contacted. The interview date is Friday 12th April 2019.

I look forward to receiving your completed job application form.

Yours sincerely

Leigh O’Connor

Chief Executive

**Application form: Business Support Administrator**

To be returned to:

Leigh O’Connor, Chief Executive, MCFA, Rectory Park, Ruislip Road, Northolt, UB5 5FA marked ‘Private and Confidential’ or by email  [chief.exec@middlesexfa.com](mailto:%20chief.exec@middlesexfa.com)

|  |  |
| --- | --- |
| Surname |  |
| First name |  |
| Address |  |
|  |  |
|  |  |
| Post Code |  |
| Contact Telephone Number |  |
| Email Address |  |
| Do you consider yourself to have a disability? Please tell us if there are any reasonable adjustments we can make to assist you in your application or with our recruitment process |  |
| Do you need a work permit to work in the UK? |  |
| If appointed, what period of notice are you required to give your current employers? |  |
| How did you hear about this vacancy? |  |
| Please give the names and address of two referees who can be contacted (only in the event of your being offered the position). Please state in what capacity they are known to you (i.e. Personal or employer, etc) | |
| Reference One | |
| Reference Two | |
| Do you hold a current Football Association issued Criminal Records Bureau certificate? YES / NO | |
| Do you hold a current Football Association Safeguarding qualification?  YES / NO | |

Please return this form together with your CV and a covering letter why you are applying for this position by 5pm Wednesday 3rd April 2019.

*I certify that the above are correct details and that any offer of employment would be subject to satisfactory references. I also consent to the MCFA making verification checks as appropriate.*

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Monitoring form**

To assist us in monitoring that the wider community is being made aware of our vacancies, you are invited to complete the following form. It is not mandatory and non-completion will **not** affect your application. Please detach and return in an unmarked envelope with your application form.

**Ethnic background.** Please choose one category from A to E and then please mark X in the appropriate box to indicate your ethnic background

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A White** |  | **B Mixed** |  | **C Asian or Asian British** |  |
| English |  | White & black Caribbean |  | Indian |  |
| Irish |  | White & black African |  | Pakistani |  |
| Scottish |  | White & Asian |  | Bangladeshi |  |
| Welsh |  | Other |  | Other |  |
| Other |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **D Black or Black British** |  | **E Chinese or Other Ethnic group** |  |
| Caribbean |  | Chinese |  |
| African |  | Other |  |
| Other |  |

Do not wish to disclose Yes No

**Disability**

Do you consider yourself to be a disabled person? Yes No

If you have indicated yes please mark X in all the boxes that apply to you:

|  |  |  |  |
| --- | --- | --- | --- |
| Hearing impairment |  | Physical impairment |  |
| Learning difficulty / disability |  | Visual impairment |  |
| Mental health issues |  | Do not wish to disclose Yes No | |

**Religion**

|  |  |  |  |
| --- | --- | --- | --- |
| Buddhist |  | Muslim |  |
| Christian |  | Sikh |  |
| Hindu |  | No active faith |  | |
| Catholic |  |  |  | |
| Jewish |  | Any other religion (please write in) |  | |
| Do not wish to disclose Yes No | |
|  | |

**Sexual orientation**

|  |  |  |  |
| --- | --- | --- | --- |
| Heterosexual |  | Lesbian |  |
| Gay |  | Bisexual |  |
| Do not wish to disclose |  | Other (please write in your preferred description) |  |

**Age**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 18-24 |  | 35-39 |  | 50-54 |  | 65-69 |  |
| 25-29 |  | 40-44 |  | 55-59 |  | 70-74 |  |
| 30-34 |  | 45-49 |  | 60-64 |  | 75-79 |  |
| Do not wish to disclose | | | | | | |  |

**Middlesex Football Association**

**Job Description:**

|  |  |
| --- | --- |
| **Role** | Business Support Administrator |
| **Contract Type** | Fixed Term (June 2021) |
| **Hours per week** | Full time |
| **Salary** | Salary band 16-18K per annum |
| **Location** | Middlesex FA Offices |
| **Reports to** | Head of Commercial & Operations |

**Role purpose:**

* Assist in the administration of day-to-day aspects relating to MiddlesexLearning in line with policy and awarding body regulations
* Assist in the administration to support the Middlesex FA Business Strategy
* Provide administration support for the Senior Management Team as well as the Board and Council

**Work programme:**

* Assist in the organisation and administration of Coaching, Medical, Safeguarding Children, Equality and other courses; including booking of courses, promotion of courses, processing customer bookings/fees, ordering of resources and maintaining databases.
* Liaise with facilities, clubs and leagues to agree ongoing programme of courses and workshops
* Deal with telephone and email enquiries; providing a very high level of customer service to internal and external customers.
* Support the MiddlesexLearning Manager with any administration duties for the County Coach Educator and Workforce Development Officer
* Provide administrative support to the Licenced Coaches Clubs programme to aid clubs to achieve Charter Standard.
* Use modern and effective marketing and communication methods to raise awareness and improve perception of the County FA.
* Manage and record all the data requirements of the Association by developing and updating management spreadsheets that monitor key areas of the business.
* To manage the Community Awards, Nike Partner Clubs and FA Coach Education bursary programme
* Support the Senior Management team.
* Support the Board of Directors and Council of the Association
* Promote the activities of the County Association
* Undertake additional tasks deemed appropriate to the role

**Experience:**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| * Experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook. * Demonstrates a working understanding of inclusion, equality and anti – discrimination, safeguarding and best practice * Working accurately and efficiently to time deadlines * Experience working in a customer service team helping to resolve queries/complaints effectively and efficiently | * Proven track record of providing support in a similar role. * Knowledge of The FA Coaching programme and the FA National Game Strategy * Secretarial / administration experience * Knowledge and experience of marketing and promotion * Experience of managing website content, e-newsletters and other form of modern communication |

**Behaviours:**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Problem solving  Team work  Communicating  Delivery  Customer experience  Developing self and others  Conflict management  Leadership | **Committed** to offering football opportunities for all, embodying our mission and delivering our vision.  Adopting **creative** solutions to ensure we stay ahead of the game and meet the needs of our football community.  **Collaborate** with local and national partners to offer benefits to our football community.  **Connected** to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do. |

**Further information:**

As this role involves direct access to young persons 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 and completion of The FA Safeguarding Course to ensure their suitability for the role

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.  The responsibilities, skills, experience and behaviours might differ from those outlined and other duties, as assigned, might be part of the job.