



Football Services Assistant - Job Description & Person Specification

Overall Goals	
<ul style="list-style-type: none">To support the effective delivery of the new Oxfordshire Football Association Strategic Plan.To provide efficient, reliable and trusted support to the Football Services Team.To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.To support our drive to promote respect and best practice throughout footballTo support the implementation of FA technology systems throughout local grassroots footballTo comply with overall FA rules, regulations, policies, procedures and guidance.	
Direct reports	None

Location	Hybrid working from home and attendance at OFA HQ Bodicote
Working hours	37.5 hours per week, flexible hours and including some evening and weekend work
Contract type	Permanent

Responsibilities
<ul style="list-style-type: none">Offer high levels of responsive, supportive efficient and customer service through the Freshdesk systemProvide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time).Provide support to colleagues and grassroots volunteers with CRM, FullTime, CAS and Grassroots TechProvide updated PowerBI data where requestedSupport the affiliation of clubs and ensure safeguarding requirements are met.Support Player Registration process for leagues, clubs and teamsSupport the recruitment, retention, registration and development programmes of referees.Support the delivery of referee courses, including initial enquiries, advise of pre-requisites, register referees, processing of payments, pre-course instructions and final registration of referees, plus post course questionsAssist with the administration of County Cup competitions, entry fees and Xero invoicing.Support club and league secretaries with the discipline process and provide regulatory updates where necessary including the processing of discipline cases and suspensions, sanctions and reportingSupport the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within disciplinary processes.Support the Designated Safeguarding Officer to ensure that the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees.Support the process of DBS checks, by providing guidance information and verifying DBS checksSupport Safeguarding Visits by completing desktop reviews and visiting clubsContribute to ensuring that safeguarding and equity are embedded throughout grassroots football.Support delivery of respect campaigns, interventions and workshops promoting positive behaviourProvide administration support to safeguarding programmes, activities, events and communications

Person specification

Qualifications	
Essential <ul style="list-style-type: none"> GCSEs in Mathematics and English at Grade C or above (or equivalent). 	Desirable <ul style="list-style-type: none"> A qualification in business administration.
Skills	
Essential <ul style="list-style-type: none"> Ability to work independently and as part of a team. Excellent organisational skills and the ability to prioritise workload effectively. Excellent problem-solving and decision-making skills. Proven ability to communicate effectively and in a manner appropriate to the audience. Commitment to delivering exceptional standards of customer service. Ability to use Microsoft Office effectively (Word, Excel, Power Point). Attention to detail and an ability to manage accurate recording and reporting of information. 	Desirable <ul style="list-style-type: none"> Experience of organisation of events Ability to communicate sensitively and supportively in challenging situations Understanding of the use and security of confidential material Ability to use data to monitor and evaluate campaigns and work programmes
Knowledge and experience	
Essential <ul style="list-style-type: none"> Knowledge and understanding of working with volunteers 	Desirable <ul style="list-style-type: none"> Demonstrate a working knowledge of inclusion, equality, antidiscrimination and safeguarding Knowledge of The FA's Grassroots Football Strategy, Knowledge of FA Safeguarding policies and procedures Knowledge of grassroots football governance and regulation. Demonstrate a working knowledge of inclusion, anti-discrimination and safeguarding.
Enhanced DBS Check required?	YES
Clean, full driving licence?	YES

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
PROGRESSIVE	Embraces new thinking in pursuit of continuous improvement: <ul style="list-style-type: none"> Identifies the need for, and actions change in direction, practice, policy or procedure. Questions the way things are done and takes informed risks. Continuously seeks to improve efficiency and performance.
RESPECTFUL	Sets the standards for respectful behaviour across the game: <ul style="list-style-type: none"> Maintains people's self-esteem when interacting with them. Avoids pre-judgement when listening to suggestions from others. Seizes the opportunity to apply FA standards at all times.
INCLUSIVE	Champions and ensures that football is, and will remain, a game for everyone: <ul style="list-style-type: none"> Openly collaborates with colleagues and partners in the game

	<ul style="list-style-type: none"> Provides equal opportunity to people of different backgrounds, experience and perspective Seeks out and embraces new ways of thinking and working.
DETERMINED	Tenacious and accountable. Serving the whole game and doing the right thing: <ul style="list-style-type: none"> Works relentlessly to overcome roadblocks or obstacles to achieve the goal. Remains focused on seeing agreed goals through to completion taking pride in their work. Maintains motivation for their team and themselves.
EXCELLENT	The very best outcome achieved by sustained excellence in performance: <ul style="list-style-type: none"> Seeks to achieve the highest levels of performance at all times. Can be persistent to achieve a standard that others consider impossible. Challenges others to go further and achieve more.

Signed by the post holder (on appointment):	
Date signed:	