

**FOR ALL**

Job Description and Person Specification

Job title	Football Services Assistant
Reports to	Football Services Manager

Job purpose(s)	
<ul style="list-style-type: none">To support delivery of The FA National Game Strategy and the Sheffield & Hallamshire County FA Business Strategy.To assist in the efficient running of the Football Services Department.To contribute to the effective implementation of The FA's Safeguarding 365 - Operating Standard.To support the adoption of FA technology systems across grassroots football.To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.	
Direct reports	None

Location	The role will be based at the County FA Offices – 204 Meadowhall Road, Sheffield, however home working is a feature of this position. The post holder may be required to attend meetings and training away from the office.
Working hours	The role will be 21 hours (3 days) per week, as agreed with the Football Services Manager. In order to meet the needs of the business and its customers flexibility including some evening and weekend working will be required.
Contract type	Part Time - Fixed Term to June 2024

Responsibilities	
Discipline <ul style="list-style-type: none">To arrange personal and non-personal hearings and to appoint Disciplinary Panel members.To act as the secretary to disciplinary hearings.To administer cautions and standard discipline charges.To issue County Cup fines to clubs and match officials who breach competition rules.To regularly monitor outstanding sanctions/debt on the CRM system.Support appeals and complaints in conjunction with the Football Services Manager.To respond to general customer queries via e-mail and telephone.To deliver exceptional customer services as part of the wider Football Services team.	
General <ul style="list-style-type: none">Assist with the general administration of County Cup competitions.To maintain County Cup results via FA Full Time.Assist with the administration of representative teams.To support the affiliation of clubs and to ensure safeguarding requirements are met.Execute tasks as required to meet the Sheffield & Hallamshire County FA changing priorities.	
Safeguarding <ul style="list-style-type: none">Provide administration support to safeguarding programmes, activities, events and communications.Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within disciplinary processes, County Cup competitions and representative football.	

**FOR ALL**

- Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Sheffield & Hallamshire County FA and grassroots football.

Person specification**Qualifications****Essential**

- GCSEs in Mathematics and English at Grade C or above (or equivalent).

Desirable

- A qualification in business administration.

Skills**Essential**

- 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.
- 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**Knowledge and experience****Essential**

- Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding

Desirable

- Knowledge of The FA's National Game Strategy,
- Knowledge and understanding of working with volunteers
- Knowledge of grassroots football governance and regulation.
- Knowledge of the structure and partner organisations within football, nationally and within the County FA locality

Enhanced DBS Check required?

NO

Clean, full driving licence?

NO

Job description reviewed and modified by:

Simon Frost



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Date job description reviewed and modified:	September 2021
Signed by job holder (on appointment):	
Date signed:	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.