

Role Profile

Job Title:	Football Administrator		
Reports To:	Head of Strategy and Investment Senior Regulatory Officer	Jobs Reporting into the Job Holder:	
1. Job Purpose			
<p>To support the successful delivery of the Staffordshire FA Operational Plan in accordance with the FA National Game Strategy.</p> <p>To provide administration and operational support across all areas of the Association</p>			
2. Principal Accountabilities/Responsibilities			
<ul style="list-style-type: none"> ▪ Accurately imputing and retrieving data from the Whole Game System (The FA's IT System) and other relevant data input as required ▪ Administration of Non Personal Discipline Hearings and associated discipline functions ▪ Processing of red/yellow/misconduct charges ▪ Administration of the Associations annual Membership programme, providing high level customer excellence ▪ Assist the administration of the Association's administrative functions including Workforce Development, Social Media and IT ▪ Deal with telephone, email and helpdesk enquiries; providing a very high level of customer service to internal and external customers. ▪ Assist with reception duties as required and to be the point of call for all visitors and telephone queries ▪ Administering the daily postal duties ▪ Taking and imputing telephone and online Payments ▪ Filing as required ▪ Maintaining and ordering all stationary items and office supplies ▪ To act in the best interests of children and young people under the age of 18 and in accordance with The FA's Safeguarding Children Policy at all times. ▪ To adhere to all safeguarding policies, procedures and legislation. To sign the Staffordshire FA safeguarding code of conduct, undertake relevant training as required and to maintain a valid CRC check at all times. ▪ Support any other areas of the Association as required by the Board/Senior Management Team 			
3. Knowledge/Experience/Technical Skills/Behaviours			
Essential:- <ul style="list-style-type: none"> ▪ Experience of providing support in a similar role. ▪ Significant experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook in a previous role. ▪ Demonstrates a working understanding of inclusion, equality and anti – discrimination ,safeguarding and best practice ▪ Experience of managing website content, e-newsletters and other 		Desirable:- <ul style="list-style-type: none"> ▪ Knowledge of The FA National Game Strategy ▪ Secretarial / administration qualification ▪ Knowledge and experience of marketing and promotion ▪ Driving licence 	

form of modern communication ■ Excellent Customer Service Skills ■ Excellent Communication Skills ■ Flexible approach to working	
b) Values – as defined by the Staffordshire Football Association	
• Insightful • Innovative • Inclusive • Influential • Inspirational	
<u>Further Information</u> <i>a) 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? YES /NO (delete as applicable)</i> Where the answer to the above question is YES the following wording will be included in any advertisement “As this role involves direct access to young persons under the age of eighteen, 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 to ensure their suitability for the role. Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope”	
Completed by Name/Role	
Signature	
Date	

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