**Job Description and Person Specification**

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| **Job title** | Football Assistant |
| **Reports to** | Football Services Manager |

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| **Job purpose(s)** | |
| * To support delivery of The FA National Game Strategy and the Wiltshire FA Business Strategy. * To assist in the efficient running of the Football Development and Football Services department. * To contribute to the effective implementation of The FA’s Safeguarding Operating Standard for County FAs. * 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** | Football Services Manager |

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| **Location** | Wiltshire County FA, Green Lane, Devizes, SN10 5EP with some homeworking. |
| **Working hours** | 35 hours per week Monday-Sunday on a rolling rota basis. |
| **Contract type** | Permanent |
| **Salary** | £17,000 |

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| **Responsibilities** |
| * Promote the delivery of the FA coach education programme, to recruit, retain and develop coaches and referees through The FA qualification framework and local CPD opportunities, with a focus on BAME and female coaches and referees. * Support the Football Services department with the delivery of a successful County Cups competition programme. * Support the Football Services department with league sanctioning and club affiliation. * Risk-assess Wiltshire FA events and activity for under-18s and where the Wiltshire FA directly employs or deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place. * Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing. * Listen to and consult with under-18s on their experiences of grassroots football and utilise the feedback from under-18s and adults at risk to enhance the experience and safety in grassroots football. * Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Learning, FA Events, Whole Game System, Matchday app and Full-Time). * Support club and league secretaries with football development programmes and provide updates where necessary. * Support colleagues to administer a programme of services to club and league volunteers, with an emphasis on gaining more FA-accredited clubs and leagues (FA Charter Standard). * Work in partnership with the Football Development and Football Services Officers to support the recruitment, retention and development of referees. * Provide administrative support to ensuring that safeguarding and equality are embedded throughout the Wiltshire FA and grassroots football. * Cover Green Lane facility operations when additional support is required. |

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| **Person specification** | |
| **Qualifications** | |
| **Essential**   * GCSEs at Grade C (or equivalent) in English and Maths. | **Desirable**   * A qualification in sports development. |
| **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. * Excellent IT skills, including the use of Microsoft Office applications. * Attention to detail and an ability to manage accurate recording and reporting of information. | **Desirable** |
| **Knowledge and experience** | |
| **Essential**   * Practical experience of sports/football development. * Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding. * Knowledge of the structure and partner organisations within football, nationally and within the County FA locality. | **Desirable**   * Knowledge of The FA coaching qualification framework. * Knowledge of The FA’s National Game Strategy. * Knowledge and understanding of working with volunteers. |
| **Enhanced DBS Check required?** | Yes |
| **Clean, full driving licence?** | Yes |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below** | |
| **FA value** | **Behaviours** |
| HONESTY | * **Demonstrates the ability and courage to say no.** * **Possess the Courage To Face The Truth.** * **Does the right thing, not the easy thing.** * Is real to themselves and others. * Tells the truth even if it is not what others wish to hear. |
| APPROACHABILITY | * Listens carefully and is able to respond specifically to peoples issues. * Shares perspectives in a professional manner and encourages others to respond. * Demonstrate good body language that provides people with the confidence to approach you. * Avoids showing negative emotions even when you receive bad news. |
| INCLUSIVITY | * Openly collaborates with colleagues and partners in the game. * Provides equal opportunity to people of different backgrounds, experience and perspective. * Seeks out and embraces new ways of thinking and working. |
| TRANSPARENCY | * Adapts how information is presented to engage with a range of different stakeholder. * Provides stakeholders with a clear understanding of the business strategy and objectives. * Engages others in the decision making process. * Informs the individuals about information which could affect them even if the news is not positive. * Challenges poor behaviours of colleagues and stakeholders. |
| EXCELLENCE | * Seeks to achieve the highest levels of performance all the times. * Can be persistent to achieve a standard that others consider impossible. * Challenges others to go further and achieve more. |

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| **Job description reviewed and modified by:** | Oliver Selfe, CEO |
| **Date job description reviewed and modified:** | 03/09/2020 |
| **Job description authorisedby:** | Clive Archer, Chairman |

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| **Signed by job holder (on appointment):** |  |
| **Date signed:** |  |