



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 Amateur 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 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	None

Location	Unit 3, 7 Wenlock Road, London, N1 7SL, with a hybrid model in place.
Working hours	35 hours per week, with occasional evening and weekend commitments.
Contract type	Permanent

Responsibilities	
Discipline	
<ul style="list-style-type: none"> • Raise appropriate misconduct charges for breaches of FA rules and regulations within relevant timescales • Support club and league secretaries with the discipline process and provide regulatory updates where necessary. • Arrange personal and non-personal hearings • Ensure all under-18s involved in disciplinary cases are provided with age-appropriate support. • Support the local disciplinary panel and any training requirements. • Support club and league secretaries with the discipline process and providing updates where necessary. • Support appeals and complaints in conjunction with the Football Services Manager where necessary. • Provide regular updates on disciplinary matters to the Football Services Manager. 	
County Cups	
<ul style="list-style-type: none"> • Administer all County Cup competitions • Issue and process payments for fines for breaches of competition rules. • Ensure that fixtures and results are communicated. • Complete and review risk assessments where the Amateur FA is providing or commissioning County Cup fixtures for under-18s or adults at risk and/or where facilities are being hired by outside organisations • Maintain a strong relationship with the Amateur FA Cup committee and other stakeholders to influence key decisions. • Provide advice and guidance on County Cup rules and regulations. • Liaise with appropriate personnel with regards to any disputes or queries. 	
Safeguarding and General	



- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within disciplinary processes and County Cup competitions.
- Support the affiliation of clubs and ensure safeguarding requirements are met.
- Ensure leagues fully comply with The FA Standard Code of Rules (Adult and Youth) prior to sanctioning.
- 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 Amateur FA and 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).
- Execute tasks as required to meet the Amateur FA's changing priorities.
- Ensure that grassroots football is inclusive, diverse and reflective of local communities.

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

- Practised at developing networks and relationships with a variety of stakeholders in order to support the delivery of strategic priorities.
- Capability to create multiple reports

Knowledge and experience

Essential

- Knowledge of grassroots football governance and regulation.
- 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



FOR ALL



<ul style="list-style-type: none"> 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

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
Amateur FA value	Behaviours
WE DELIVER	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.
WE ARE ALWAYS 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.
WE ARE A TEAM	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.

Job description reviewed and modified by:	Melanie Armstrong
Date job description reviewed and modified:	20 th August 2021
Job description authorised by:	Jason Kilby (CEO)

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.