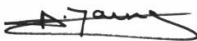


### Role Profile

<b>Job Title:</b>	<b>AGP Officer (Part Time)</b>		
<b>Reports To:</b>	<b>Business Manager</b>	<b>Jobs Reporting into the Job Holder:</b>	<b>Business Manager</b>
<b>1. Job Purpose</b>			
<ul style="list-style-type: none"> <li>• To support the business team with the organisation of AGP bookings.</li> <li>• To liaise with customers and promote all aspects of the business</li> <li>• To be the on-site point of contact during 'out-of-office' hours</li> </ul>			
<b>2. Principal Accountabilities/Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Support, administer and develop services to meet the needs of football participants</li> <li>• Opening and locking the AGP facilities and Peter Newton Pavilion</li> <li>• Setting up and clearing away of any equipment related to bookings</li> <li>• Organisation of prompt group changeover at the start/end of bookings</li> <li>• Ability to liaise with customer and promote aspects of the business</li> <li>• Good communication skills and ability to deal with and forward enquires</li> <li>• Responsible for collecting fees at the end of bookings.</li> <li>• Contribute to the County FA delivery of an effective safeguarding plan, including the Safeguarding Operating Standard</li> </ul>			
<b>3a) Knowledge/Experience/Technical Skills/Behaviours</b>			
<b>Essential:-</b>		<b>Desirable:-</b>	
<ul style="list-style-type: none"> <li>• Able to work independently</li> <li>• An ability to provide excellent customer service to all customers</li> <li>• Demonstrates a working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice</li> </ul>		<ul style="list-style-type: none"> <li>• Experience working with the public</li> <li>• Knowledge and experience of the grassroots football infrastructure</li> <li>• Experience of working with volunteers</li> <li>• Experience of working with partner organisations and stakeholders</li> </ul>	
<b>3b) Bedfordshire County FA Values</b>			
<ul style="list-style-type: none"> <li>• <b>Integrity:</b> We strive to be professional in all we do, and are fair, honest, reliable and accountable</li> <li>• <b>Passionate:</b> We are committed, hard-working and enthusiastic in delivering football opportunities, for all the enjoyment and benefits it</li> </ul>			

<p>brings for participants.</p> <ul style="list-style-type: none"> <li>• <b>Respectful:</b> We work collaboratively, with empathy and humility, driving equality and diversity to develop football for all and ensure all those who wish to be involved are supported &amp; encouraged</li> <li>• <b>Customer and Community Focused:</b> We are committed to developing our services based on the needs of our community and individual customers</li> <li>• <b>Continuous Improvement:</b> We are innovative and creative in seeking to deliver high quality services reviewing our work, to improve existing and explore new ways of delivering football</li> </ul>	
<p><b>3c) Additional Key Skills</b></p>	
<ul style="list-style-type: none"> <li>• Problem Solving</li> <li>• Communicating</li> <li>• Delivery</li> <li>• Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Developing Self and Others</li> <li>• Working to timescales</li> <li>• Ability to prioritise workload</li> <li>• Leadership</li> </ul>
<p><b>Further Information</b></p> <p>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? <b>NO</b></p> <p>Where the answer to the above question is <b>YES</b> the following wording will be included in any advertisement “If 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”</p>	
<p>Completed by Name/Role</p>	<p>Alan Young</p>
<p>Signature</p>	
<p>Date</p>	<p>13.1118</p>

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.