**Position: Education Officer**

**Employer:** Birmingham County Football Association Limited

**Responsible to:** Senior Education Officer

**Salary:** circa £16,000+ benefits

**Role Description**

An exciting opportunity has arisen to join the team at Birmingham County Football Association. The successful candidate will have excellent organisational and administrative skills, an eye for detail and a high level of accuracy and an ability to work to deadlines with minimal supervision. Also required are good interpersonal and communication skills, the ability to work well in a team environment and a clear and pleasant manner in dealing with colleagues and a wide range of customers over the telephone, via email or in person, is essential. We are requesting applications for a highly motivated team player to support the delivery of and provide high quality administrative support to the Birmingham County FA’s Education Programme which is one of the most highly regarded in the Country.

**The principle responsibilities will be:**

* To provide high level administrative support to the delivery of Education courses.
* To ensure that all calls are dealt with promptly, in line with agreed company values and operational standards and targets.
* To have full knowledge of the IT infrastructure to support the customer experience.
* To utilise the FA’s Learner Management System (LMS) to administer the full suite of courses.
* To prepare all course documentation (registers, tutor pack and relevant paperwork).
* To monitor and prepare the resources required for the courses, including stock levels and control.
* To liaise with partners: The FA, Tutors, Venues, Leagues and Clubs.
* To administer the LSC funding partner processes.
* To help and support the Education team achieve the Workforce KPI’s and wider business objectives.
* Work flexibly across the organisation to support all business functions as and when required by the Senior Education Officer/SMT/CEO
* To demonstrate the required Company values and behaviours

For a discussion about this role please contact **Rachael Mitchell-Blunt** on **0121 357 4278**. All successful candidates will undertake an enhanced **DBS check**.

To apply please send a **CV** and **covering letter** with details of your current salary marked “**Private and Confidential**” to:

**Senior Education Officer,
Birmingham County FA,
Ray Hall Lane,
Great Barr,
Birmingham,
B43 6JF**

**OR VIA EMAIL TO**:

Rachael.MitchellBlunt@BirminghamFA.com stating in the **subject line** of youremail **‘Ref: Education Officer’**.

**Closing date for all applications is 4.00pm on Monday 10th September 2018.**

**Interviews will be held on Thursday 20th September 2018 at Birmingham County Football Association Head Quarters, Ray Hall Lane, Great Barr, Birmingham, B43 6JF.**

Due to the volume of applications we receive, if you do not hear from us within five working days of the closing date, please assume that your application has not been successful. Unfortunately we are not able to provide feedback to applicants at application stage.

**Role Profile**

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| **Job Title:**  | **Education Officer** |
| **Reports To:**  | Senior Education Officer | **Jobs Reporting into the Job Holder:** | N/A |
| **1. Job Purpose** |
|  To provide excellence in customer support in order to deliver the Workforce section of the CFA Operational plan and wider business objectives |
| **2. Principal Accountabilities/Responsibilities** |
| * To provide high level administrative support to the delivery of Education courses.
* To ensure that all calls are dealt with promptly, in line with agreed company values and operational standards and targets. To have full knowledge of the IT infrastructure to support the customer experience including Whole Game System, Learner Management System (LMS), Website, Participant, SMARTPAY, and Zendesk.
* To utilise the Learner Management System (LMS) to administer the full suite of courses.
* To prepare all course documentation (registers, tutor pack and relevant paperwork).
* To monitor and prepare the resources required for the courses, including stock levels and control.
* To liaise with partners: The FA, Tutors, Venues, Leagues and Clubs.
* To administer the LSC funding partner processes.
* To help and support the Education team achieve the Workforce KPI’s and wider business objectives.
* Work flexibly across the organisation to support all business functions as and when required by the Senior Education Officer/SMT/CEO
* To demonstrate the required Company values and behaviours
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| **3. Knowledge/Experience/Technical Skills/Behaviours** |
| **Essential:-*** Proven track record of providing high levels of customer service.
* Have knowledge/experience of an office environment.
* Significant experience of using Microsoft Office including Word and Excel.
* Demonstrates a working understanding of inclusion, equality and anti – discrimination, safeguarding and best practice.
* Experience of working with IT software to support the delivery of customer service.
* Willingness to work unsocial hours, including evenings and weekends.
 | **Desirable:-*** Knowledge of The FA National Game Strategy.
* Knowledge of football and local football structures
* Administration / Customer service qualification.
* Driving licence along with business mileage covered on insurance.
* Knowledge of course administration.
* Knowledge of football development.
* Education background
* Coaching Qualification, Referee, Player or Football Participant
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| **Company Values BCFA Behaviours** |
| * Positive
* Innovative
* Valued
* Supportive
 | * Team player
* Delivery focussed & results driven
* Customer Excellence ethos
* Prioritisation and pro-activeness
* Honest & Trustworthy
* Can do attitude
* Resilient and determined
* Approachable and friendly
* Engaging and supportive
* Cost-effective attitude
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| **Further Information**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 Disclosure & Barring Service (DBS) Criminal Records Check to ensure their suitability for the role.  |
| Completed by Name/Role | Rachael Mitchell-Blunt, Senior Education Officer and Amy Sproson, Football Development Manager |
| 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.

**“Birmingham County FA are committed to equality of opportunity and welcome applications from all sections of the community”**