



FOR ALL



Job Description and Person Specification

Job title	Football Administrator – Referees & Respect
Reports to	Clubs & Leagues Manager

Job purpose(s)	
<p>To be part of a highly motivated team in order to support the administration, football operations, football development and customer excellence at Birmingham County FA.</p> <p>To support BCFA teams to deliver the annual Operation Plan and FA KPI's and wider business objectives.</p> <p>To support the Referee Development Officer and Referee workforce and appoint Referees for BCFA County Cup competitions</p> <p>To develop and deliver the FA Respect programme to Clubs and Leagues and in conjunction with colleagues</p>	
Direct reports	N/A

Location	A combination of Birmingham County FA HQ and remote (hybrid) working
Working hours	35 hours a week across the working week including some evenings and weekends
Salary	£17.5K pa + benefits

Responsibilities	
<ul style="list-style-type: none"> To be a main point of contact for calls and emails to the Customer Service Centre (Freshdesk) and ensure that a timely, correct, polite and high-quality service is delivered to customers and colleagues at all times. To ensure that all calls and emails are dealt with promptly and pro-actively in line with agreed standards and targets and ensure the customer journey and experience is always positive. To have full knowledge and be able to utilise all IT systems and processes used by the business in order to maintain and improve the customer experience and continue to raise our internal standards. To complete administrative tasks to an excellent standard and deadlines including taking and receipting customer payments and DBS verification. To support the Referee Development Officer (RDO) with administration and specifically answer Referee workforce enquiries. To appoint match officials to BCFA County Cup competitions as directed whilst promoting the software. To develop and deliver a BCFA RESPECT programme in line with the FA programme in order to improve on and off-field behaviour across the game To establish, develop and maintain effective working relationships with all work colleagues to ensure a 'one team' approach to the delivery of customer excellence so that overall operational plan and business plan objectives are supported and met. To work flexibly and support general business administration across all areas of the organisation as and when required by the Senior Management Team. 	



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Person specification	
Skills, knowledge and experience	
Essential <ul style="list-style-type: none"> • Excellent phone manner and good grammar • Practical experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook. • Willingness to work unsocial hours, including evenings and weekends • Diplomacy and the ability to deal appropriately with confidential information • Experience of carrying out administrative tasks. • A pro-active and cost-efficient ethos • Hard working and positive outlook 	Desirable <ul style="list-style-type: none"> • Knowledge of The FA, County FA and grassroots football • Completed a Football coaching and/or Refereeing course • Experience in working with a volunteer workforce • Knowledge of updating web sites and using social media • Driving Licence • Fun and friendly personality
The role holder(s) will be expected to understand and work in accordance with BCFA's values and behaviours	
BCFA Purpose:	Improving Lives by Improving Football
BCFA Vision:	To be a dynamic, progressive, community focussed organisation that delivers safe, fun and inclusive football FOR ALL whilst caring for our people and our planet
BCFA Values	BCFA Behaviours
SUPPORTIVE	WE work together in an engaging & collaborative way to allow everyone to reach their full potential: <ul style="list-style-type: none"> • Trust • Collaborate • Respect • Caring
INNOVATIVE	WE aspire to work in an environment where creative thinking adds value & generates positive outputs: <ul style="list-style-type: none"> • Modernise • Inventive • Challenge the 'norm' • Adaptable
INCLUSIVE	WE are an open & transparent organisation that reflects & respects the skills, Knowledge & background of its people & communities: <ul style="list-style-type: none"> • For All • Open Minded • Honest • Equal
POSITIVE	WE bring energy & enthusiasm to all aspects of our roles and inspire others every day with our attitude and commitment: <ul style="list-style-type: none"> • Helpful • Encouraging • Excellence • Optimistic



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Enhanced DBS Check required?	YES
Full driving licence?	Desirable

Job description reviewed and modified by:	Mohammed Juned – Clubs and Leagues Manager
Date job description reviewed and modified:	13/06/2022
Job description and salary authorised by:	K. Shoemake, CEO

Signed by job holder (on appointment):	
Date signed:	
Safeguarding briefing undertaken	Yes / No Date:
Safeguarding Commitment Statement signed	Yes / No Date:

Birmingham County FA is committed to equal opportunities and 'football for all'. We welcome all applications for any paid and volunteer roles irrespective of background, racial heritage, religious belief, nationality, ethnic origin, gender, sexual orientation, disability, identity or marital status. We will remove unconscious bias as part of the initial selection process.