



FOR ALL



Job Description and Person Specification

Job title	Football Administrator (2 x Roles)
Reports to	Senior Football Workforce Officer/ Clubs and Leagues Manager

Job purpose(s)	
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. To support the teams to deliver the annual Operation Plan and FA KPI's and wider business objectives	
Direct reports	N/A

Location	A combination of Birmingham County FA HQ and remote working
Working hours	35 Hours a week including some evenings and weekends
Salary	£15-17k dependent on experience + 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 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 the IT systems, processes and payment methods used by the business in order to maintain and improve processes and standards. To complete administrative tasks to an excellent standard. 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 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. 	

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



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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	<p>WE work together in an engaging & collaborative way to allow everyone to reach their full potential:</p> <ul style="list-style-type: none"> • Trust • Collaborate • Respect • Caring
INNOVATIVE	<p>WE aspire to work in an environment where creative thinking adds value & generates positive outputs:</p> <ul style="list-style-type: none"> • Modernise • Inventive • Challenge the 'norm' • Adaptable
INCLUSIVE	<p>WE are an open & transparent organisation that reflects & respects the skills, Knowledge & background of its people & communities:</p> <ul style="list-style-type: none"> • For All • Open Minded • Honest • Equal
POSITIVE	<p>WE bring energy & enthusiasm to all aspects of our roles and inspire others every day with our attitude and commitment:</p> <ul style="list-style-type: none"> • Helpful • Encouraging • Excellence • Optimistic
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:	23/11/2021
Job description authorised by:	K. Shoemake, CEO

Signed by job holder (on appointment):	
Date signed:	
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.

To apply, please email your CV and Covering Letter to: Mohammed Juned (mohammed.juned@birminghamfa.com), Clubs and Leagues Manger with 'Football Administrator' in the subject line.

The closing date for applications is Friday the 17th of December