**Job Description and Person Specification**

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| **Job title** | Football Workforce Officer |
| **Reports to** | Senior Football Workforce Officer  |

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| **Job purpose(s)** |
| * To support delivery of The FA Grassroots Football Strategy and the Birmingham County FA Business Strategy.
* To assist in the efficient running of the Football Workforce 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.
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| **Location** | A combination of Birmingham County FA HQ and remote working locations |  |
| **Working hours** | 35 Hours a week including some evenings and weekends |  |
| **Contract type**  | Fixed Term – 6 Months |  |

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| **Responsibilities** |
| * To work with and support the Development Team with the changing priorities in relation to the KPI data
* 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 Leadership Team.
* Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within football development programmes.
* Risk-assess all Birmingham County FA events and activity for under-18s and where the Birmingham County FA directly employs or deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place.
* Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing.
* Listen to and consult with under-18s on their experiences of grassroots football as part of the Birmingham County FA youth engagement strategy.
* Utilise the feedback from under-18s and adults at risk to enhance the experience and fun and safety in grassroots football.
* Provide the highest level of customer excellence to support volunteers across all FA Technology systems.
* Support the club, league & Referee workforce queries using Freshdesk.
* Provide a high level of administration using systems such as excel, google forms and google sheets.
* Utilise FA Education systems to administer the workforce programme.
* You must ensure you are capable to working towards daily deadlines.
* You must provide excellent communication skills through the use of email, text services, social media.
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| **Person specification** |
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| **Qualifications** |
| **Essential** * GCSEs at Grade C (or equivalent) in English and Maths.
 | **Desirable** * A qualification in sports development.
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| **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.
* Excellent IT skills, including the use of Microsoft Office applications.
* Attention to detail and an ability to manage accurate recording and reporting of information.
 | **Desirable** |
| **Knowledge and experience**  |
| **Essential*** Practical experience of sports/football development.
* Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.
* Knowledge of the structure and partner organisations within football, nationally and within the County FA locality.
 | **Desirable*** Knowledge of The FA’s Grassroots Football Strategy.
* Knowledge and understanding of working with volunteers.
* Playing Experience
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| **Enhanced DBS Check required?** | YES |
| **Clean, full driving licence?** | YES |

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| **Job description reviewed and modified by:** | Luke Bowles – Senior FDO/FDM |
| **Date job description reviewed and modified:** | 23/08/2021 |
| **Job description authorisedby:** |  |

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| **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.