

Apprenticeship Vacancy Template

Number of Positions for This Vacancy:

1

Employer Website (Optional):

<https://www.devonfa.com/>

Employer Details:

<p>Employer Name: Devon FA ERN Number (If Known): Contact Name: Matthew Rushton Address: Devon County Football Association, Coach Road, Newton Abbot</p> <p>Postcode: TQ12 1EJ</p> <p>Phone Number: 01626 3325911</p>	<p>About the Employer:</p> <p>The Devon County FA are committed to governing and developing the game at all levels. In line with The Football Association's National Game Strategy, the County FA has produced a four-year plan aimed at providing everyone with the opportunity to participate in football.</p> <p>Our aim is to increase participation, improve the quality of football and widen access to football opportunities across the County.</p> <p>The Devon FA workforce is divided into two sections, Development and Governance. The Development teams main role is to increase participation and standards across the County in all aspects of football, our friendly, vibrant knowledgeable Development team are on hand to offer their support in growing the game in Devon.</p> <p>The Governance department are here to oversee the rules, regulations and sanctions to provide a safe and structured environment for all our, clubs, leagues, referees, players and volunteers.</p> <p>Working together with all our volunteers we aim to provide a first class service so everyone in Devon can enjoy the beautiful game.</p>
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Vacancy Location Options:

Use the main employer address	Yes/No
Add different Location	Yes/No
Set as a nationwide vacancy	Yes/No

Location of Apprenticeship if different to the above address:

<p>Address:</p> <p>N/A</p> <p>Post Code: N/A</p>
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Will the Employer's name and address be shown in this vacancy?

Yes/No (Please highlight accordingly)

Title:

Front of House & Office Administration Support

Brief Overview of Vacancy Role (350 Maximum):

Applicants will be working on our Front of House working with another Front of House officer as we work towards achieving an accreditation in customer excellence.

The role will include answering phone calls and welcoming customers into the office, providing friendly and professional hospitality / customer service.

Various general administrative duties to assist both the Football Development & Football Services departments, giving the applicant an insight & experience in working across both sections of the office.

Devon FA will also be able to offer the successful applicant, the opportunity to take control / lead on a project or work programme.

Vacancy Type (Apprenticeship/Traineeship):

Apprenticeship

Manage application method (How will the candidates apply for this vacancy?)

Please highlight which applies:

Candidates will apply on this website

Candidates will apply through an external website

If candidates are applying through an external website:

Web address:

Explain the external website application process:

Apprenticeship Standard Title:

Customer Service Practitioner

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Apprenticeship Level:

2

Training To Be Provided:

FA specific training on CRM systems.
FA Safeguarding online course.
3G facilitator training.

Opportunity to receive additional FA training

Alongside all the fantastic training you will receive from the expert team at Devon FA you will also be enrolled onto a 18 month Customer Service Apprenticeship at South Devon College. For the first 12 months you will be attending South Devon College once a week for taught sessions. On completion of your taught sessions your assessor coach with guide you through the remainder of the course and prepare you for your end point assessment.

Working Week: Days: Monday – Friday (5 days)

Day Hours: 9am – 5pm

Weekly Hours: 36.25

(Please only fill out the box of which wage applies)

Weekly/ Monthly/ Annual Wage: £ 181.25

Expected Duration of Apprenticeship: 18 Months

Full Vacancy Description (*Including Job Duties and Responsibilities*):

Job Purpose(s)

- To support delivery of The FA National Game Strategy and the Devon FA's Business Strategy.
- To assist in the efficient running of the County FA.
- To assist with general Front of House duties.
- To provide support where required to Devon FA staff as indicated by senior management team.
- 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.
- To complete Customer Service Practitioner Level 2

Responsibilities

- Be responsible for communication and greeting customers into the County Office.
- General hospitality duties.

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- Ensure the Front of House is covered at all times to ensure excellent communication and phone calls are answered immediately.
- Be responsible for admittance into the 3G facility and changing rooms during office hours.
- General administrative duties where required to assist the Devon FA staff as indicated by senior management.
- General Front of House duties.
- To provide support where required to other Football Service Officers.
- Execute administration tasks as required to meet the Devon FA's changing priorities.
- Support in achieving customer excellence accreditation.
- Supervise use of the 3G facility.

Safeguarding

- Contribute to ensuring safeguarding and equality are embedded throughout Devon and grassroots football.
- Risk-asses Devon events and activity for under-18s and where the Devon County FA directly employs or deploys under 18 referees, coaches, and volunteers to ensure appropriate safeguards are in place.
- Listen to and consult where appropriate with under-18s on their experiences of grassroots football as part of the Devon FA youth engagement strategy.
- Support messaging so that under-18s and adults at risk in youth and open age adult grassroots football know how to report concerns about wellbeing.
- Ensure the association promotes safeguarding through its communication channels, signposting policy, procedures, advice, guidance and information for youth and open age adult grassroots football with 16/17 year olds and disability football.

We will also be able to provide other opportunities for the successful applicant to lead on projects within the office.

Desired Skills (*This Cannot Be Work Trials*):

Excellent telephone manner
Good customer service & people skills
Ability to manage & prioritise workload
Comfortable using Microsoft (Word, Excel, Outlook)
Good teamwork skills

Desired Personal Qualities:

Friendly and approachable manner
Team player
Confident

Desired Qualifications:

GCSEs in Mathematics and English at Grade D or above (or equivalent).

Future Prospects (Mandatory):

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Opportunity to be offered employment within the Devon County FA as a Full Time member of staff.

Things to Consider (Optional):

45 Minutes Lunch Break

Opportunity to work additional hours covering the 3G facility to earn additional wages.

MANDATORY: What do you think you could bring to this job role?

MANDATORY: Have you got any Unspent Convictions?

Closing Date: 13th September 2021

Start Date: TBC

To apply, please email - matthew.rushton@devonfa.com with your CV.