

# Role Profile

<b>Job Title:</b>	Football Services Administrator		
<b>Reports To:</b>	Football Services Manager	<b>Jobs Reporting into the Job Holder:</b>	None
<b>1. Job Purpose</b>			
<ul style="list-style-type: none"> <li>▪ Support all areas of football services including affiliation, player registration, League sanctioning and discipline</li> <li>▪ Lead the Competitions Committee in delivering 22 cup competitions in Hertfordshire</li> <li>▪ Provide high quality support and customer service to our members</li> </ul>			
<b>2. Principal Accountabilities/Responsibilities</b>			
<p><u>Membership Support</u></p> <ul style="list-style-type: none"> <li>▪ Provide technical support to our members on use of WGS to ensure affiliation, league sanctioning and player registration successfully</li> </ul> <p><u>Discipline</u></p> <ul style="list-style-type: none"> <li>▪ Provide services, advice and support to Leagues, Referees and Clubs dealing with Discipline</li> <li>▪ Provide support for all discipline queries</li> <li>▪ Support the Football Services manager with discipline hearings</li> </ul> <p><u>County Cup Competitions</u></p> <ul style="list-style-type: none"> <li>▪ Provide administration support for all County Cup Competitions</li> <li>▪ Lead the competitions committee to continually improve competitions and ensure a high level of service is delivered</li> <li>▪ Conduct County Cup draws before the middle of July each season</li> <li>▪ Communicate with all leagues/clubs constantly to update them regarding cup competition progress</li> <li>▪ Liaise with other CFAs in an attempt to align County Cup fixtures</li> <li>▪ Provide clubs with excellent customer service regarding all cup enquiries</li> <li>▪ Educate clubs on the process of match reports and Full Time administration</li> <li>▪ Work closely with the Competitions Committee to ensure the rules and guidance notes are up to date each year</li> <li>▪ Deliver high quality events at each cup final aiming to increase attendances and improve the player/fan experience</li> <li>▪ Manage and update the content of the cup section on the website</li> <li>▪ Undertake the Secretairate role of the Competitions Committee and provide updates at each meeting</li> <li>▪ Issue and process payments for breaches of competition rules</li> </ul>			

Sanctioning

- Support the process to sanction leagues and competitions across the county

### 3. Knowledge/Experience/Technical Skills/Behaviours

#### a) Knowledge/Experience/Technical Skills

**Essential:-**

- Interest and enthusiasm for football
- Experience in a secretarial/administration role
- Ability to work with internal/external partners to deliver a high quality customer service
- Ability to influence and negotiate with paid staff and volunteers
- Excellent communication skills
- Project Management skills (Plan, deliver, review)
- Attention to detail
- Experience in event management and implementation
- Significant experience of using Microsoft Office including Word, Excel and PowerPoint
- Demonstration of equality in action

**Desirable:-**

- Knowledge and experience of grassroots football
- Experience using Full Time, Whole Game System
- Secretarial / administration qualification
- Experience of working with volunteers in football

#### b) Behaviours – as defined in County Football Association Competency Model

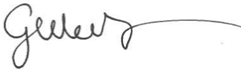
- Honesty
- Efficiency
- Respect
- Teamwork
- Trust

#### Further Information

***Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities? YES***

Where the answer to the above question is **YES** the following wording will be included in any advertisement

“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 Criminal Records Bureau Disclosure, to ensure their suitability for the role. Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope”

Completed by Name/Role	George Wells
Signature	
Date	16.11.2018