

Role Profile

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| Job Title: | Football Services Administrator (Full Time) | | |
| Reports To: | Head of Football Services | Jobs Reporting into the Job Holder: | None |
| 1. Job Purpose | | | |
| <ul style="list-style-type: none"> To be a key member of the Football Services team, offering high quality customer services to our members To provide a high-quality administrative support to the Head of Football Services, Competitions Committee and workforce within the business To support Hertfordshire FA affiliated Clubs and Leagues with using FA based technology systems, including, but not limited to Whole Game System, Full-Time and Matchday App | | | |
| 2. Principal Accountabilities/Responsibilities | | | |
| Disciplinary Duties | | | |
| <ul style="list-style-type: none"> Administer Cautions, Red Cards and disciplinary payments Prepare paperwork for Disciplinary hearings in consultation with the Head of Football Services and input decisions Undertake training and assessments to sit as secretary to panels Liaise with other members of the organisation effectively as well as The FA and other County FA's. Assist our volunteers with queries and issues on football administration matters such as affiliation, player registration and all discipline matters Chasing non-compliance – respect courses, FA courses, disciplinary monies and responses | | | |
| Technology Support | | | |
| <ul style="list-style-type: none"> Support Clubs and Leagues with Player registration, Full Time and Matchday App usage Support our stakeholders by solving any tech issues – ie FAN Duplications, Player Registration queries and Log in Issues Updating Club/League details Where appropriate, support at Hertfordshire FA events Marketing & Communications relating to the PR+ Email process to ensure all leagues and clubs and players are aware and signed up to all related processes Work with the CEO to promote staff attendance and engagement within the PR+ Email network To collaborate with appropriate CFAs to discuss on boarding cross-border leagues and establish a suitable engagement strategy. Produce innovative and creative content for the departments within the business Use content to promote and assist in delivering KPI's | | | |

Sanctions and affiliations

- To support the renewal process for the sanction and affiliation of Leagues, Competitions, Clubs and Tournaments. As well as registration of players.

County Cup Competitions

- Assist the competitions committee to administer HFA County Cups
- Assist with Cup Final preparations
- Work with the competitions committee to continually improve competitions and ensure a high level of service is delivered

General

- Understand your role in the safeguarding of children and adults at risk, offering appropriate advice and guidance as required.
- Represent the Association at relevant local, regional and national meetings and conferences, where appropriate
- Undertake any other duties reasonable requested by your line manager or Company
- Evening and weekend work may be required to meet the needs of grassroots football's volunteers and to successfully deliver your role

3. Knowledge/Experience/Technical Skills/Behaviours**a) Knowledge/Experience/Technical Skills****Essential:-**

- Ability to work with team members and customers to support the delivery of the Running the Game section of the County FA's strategy
- Experience of using Office 365 including Word, Excel, PowerPoint, Teams and other IT systems
- Demonstration of equality in action
- Excellent time management
- Effective communication skills
- Effective IT skills

Desirable:-

- Experience in an administration role
- Knowledge/experience of grassroots football
- Administration qualification
- Knowledge of FA IT systems
- Use Power BI

| b) Values & Behaviours – as defined in County Football Association Competency Model | |
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| <ul style="list-style-type: none"> • Trust • Respect • Teamwork • Efficiency • Honesty • Problem Solving • Communicating • Customer Excellence • Diplomacy • Proactive | Developing Self and Others |
| <p>Further Information</p> <p><i>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?</i> NO</p> | |
| Completed by Name/Role | |
| Signature | |
| Date | |