



FOR ALL



Job Description and Person Specification

Job title	Business Support Officer
Reports to	Chief Operating Officer (COO)

Job purpose(s)	
<ul style="list-style-type: none"> To assist in the administration and business support for the IOM FA To support the administration around delivering the County Cup competitions and representative football teams. To assist in the efficient running of the Football Services functions of the IOM FA To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs. To lead and 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. 	
Direct reports	Chief Operating Officer

Location	The Bowl, Douglas, Isle of Man IM21AD and any other location on or off Island as business requirements arise.
Working hours	20-25 Hours per week, including evening or weekend working as required. Poss term time
Contract type	Permanent

Responsibilities	
General Tasks	
<ul style="list-style-type: none"> Production of financial and management information reports required by the COO Arrange personal and non-personal hearings and act as the secretary to disciplinary committee when required. Support the COO with business support tasks and administration Support the affiliation of clubs and players registration ensuring all compliance and safeguarding requirements are met. Support the Football development team with general administration of programmes and services to club and league volunteers, with an emphasis on gaining more FA-accredited clubs and leagues (FA Charter Standard). Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Learning, FA Events, Whole Game System, Matchday app and Full-Time). Assist with the administration of County Cup competitions. Assist with the administration of representative teams and off Island trips Provide administration support to safeguarding programmes, activities, events and communications. Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees. Execute tasks as required to meet the IOM FA changing priorities. 	

Person specification



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Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> Educated to A Level or equivalent. 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> Experience user of Sage Accounting software Excellent IT skills, including the use of Microsoft Office applications. Ability to work independently and as part of a team. Excellent time management and prioritisation skills. Excellent problem solving and decision-making skills. Outstanding communication skills. Exceptional customer service. Capability to create multiple reports, budgets and plans. 	<ul style="list-style-type: none"> Event organisation and management. Practised at developing networks and relationships with a variety of stakeholders in order to support the delivery of strategic priorities.
Knowledge and experience	
Essential	Desirable
<ul style="list-style-type: none"> Experienced office administrator 	<ul style="list-style-type: none"> Knowledge and understanding of working with volunteers.
Enhanced DBS Check required?	YES
Clean, full driving licence?	YES

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
PROGRESSIVE	Embraces new thinking in pursuit of continuous improvement: <ul style="list-style-type: none"> Identifies the need for, and actions change in direction, practice, policy or procedure. Questions the way things are done and takes informed risks. Continuously seeks to improve efficiency and performance.
RESPECTFUL	Sets the standards for respectful behaviour across the game: <ul style="list-style-type: none"> Maintains people's self-esteem when interacting with them. Avoids pre-judgement when listening to suggestions from others. Seizes the opportunity to apply FA standards at all times.
INCLUSIVE	Champions and ensures that football is, and will remain, a game for everyone: <ul style="list-style-type: none"> Openly collaborates with colleagues and partners in the game Provides equal opportunity to people of different backgrounds, experience and perspective Seeks out and embraces new ways of thinking and working.
DETERMINED	Tenacious and accountable. Serving the whole game and doing the right thing: <ul style="list-style-type: none"> Works relentlessly to overcome roadblocks or obstacles to achieve the goal. Remains focused on seeing agreed goals through to completion taking pride in their work. Maintains motivation for their team and themselves.



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EXCELLENT

The very best outcome achieved by sustained excellence in performance:

- Seeks to achieve the highest levels of performance at all times.
- Persistent to achieve a standard that others consider impossible.
- Challenges others to go further and achieve more.

Job description reviewed and modified by:

S Carter & M Murley

Date job description reviewed and modified:

09/09/2020

Job description authorised by:

Board of Directors

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.