



Job Description and Person Specification

Job title	Football Services Assistant
Reports to	Football Services Manager

Job purpose(s)	
<ul style="list-style-type: none">To support delivery of The FA National Game Strategy and the Kent FA Business Strategy.To assist in the efficient running of the Football Services department.To act as the primary point of contact for stakeholder enquiries.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.	
Direct reports	N/A

Location	Office based at Kent FA HQ (ME20 6DQ). The Kent FA currently has a hybrid working policy of two office days (Tuesday is the designated office day, plus one other) and three remote days. This arrangement may change due to business needs. The position also involves occasional evening and weekend work.
Working hours	35 hours per week.
Contract type	Permanent.

Responsibilities	
<ul style="list-style-type: none">Support club and league officials with the discipline process and provide regulatory updates where necessary.Arrange disciplinary hearings and act as the secretary to commissions when required.Lead on disciplinary complaints surrounding participation under suspension, Football Debt Recovery and notice of approach.Support appeals and complaints in conjunction with the Football Services Manager where necessary.Support the affiliation of clubs and ensure safeguarding requirements are met.Assisting leagues in sanctioning and complying with standard code of rules.Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Platform For Football and Full-Time).Support with the processing and reconciliation of stakeholder financial transactions.Ensure that grassroots football is inclusive, diverse and reflective of local communities.Assist with the administration of County Cup competitions and cup finals programmeAssist with the administration of representative teams.Provide administration support to safeguarding programmes, activities, events and communications.Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within disciplinary processes, County Cup competitions and representative football.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.	



- Contribute to ensuring that safeguarding and equality are embedded throughout the Kent FA and grassroots football.
- Execute tasks as required to meet the Kent FA's changing priorities.

Person specification	
Qualifications	
Essential <ul style="list-style-type: none"> • GCSEs in Mathematics and English at Grade C or above (or equivalent). 	Desirable <ul style="list-style-type: none"> • A qualification in business administration.
Skills	
Essential <ul style="list-style-type: none"> • 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. • Ability to use Microsoft Office effectively (Word, Excel, Power Point). • Attention to detail and an ability to manage accurate recording and reporting of information. 	Desirable
Knowledge and experience	
Essential <ul style="list-style-type: none"> • Knowledge of grassroots football governance and regulation. • 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 <ul style="list-style-type: none"> • Knowledge of The FA's National Game Strategy, • 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

Kent FA value	Behaviours
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INNOVATIVE	Embraces new and creative thinking in pursuit of continuous improvement: <ul style="list-style-type: none"> Identifies new and different ways to overcome problems, thinking creatively to develop solutions. Continuously seeks to improve efficiency and performance.
SUPPORTIVE	Fosters a supportive culture: <ul style="list-style-type: none"> Maintains people's self-esteem when interacting with them. Avoids pre-judgement when listening to suggestions from others. Always seizes the opportunity to apply Kent FA standards.
INCLUSIVE	Champions and ensures that football is, and will remain, a game for <i>everyone</i>: <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.
PROGRESSIVE	Embraces new thinking in pursuit of delivering an excellent service: <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, takes informed risks & challenges others to go further to achieve more. Implements new ideas and different ways of working to achieve improved performance.

Job description reviewed and modified by:	Richard Judd
Date job description reviewed and modified:	03/02/2026
Job description authorised by:	Darryl Haden, Chief Executive Officer

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.