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Role Profile

Job Title:	Football Services Administrator	Reports To:	Football Services Lead
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Role Purpose:	
<ul style="list-style-type: none"> Unite the game by supporting the governance processes within the county in line with The FA Rules and Regulations and sanctioning guidelines To get as many players playing football in the best possible environment in accordance to the Leicestershire and Rutland County FA business plan, ensuring all targets are met 	
Direct Reports:	N/A

Key Accountabilities:	
<ul style="list-style-type: none"> Support and implement the Football Services priorities as highlighted within the county plan Support the sanction, affiliation, Charter Standard and registration process for clubs, leagues, competitions and associations Support clubs and leagues to grow and retain teams and create the best possible playing environment Retain and increase the number of clubs and leagues using online player registration Support the customer with use of the Whole Game System, CRM, Match-day and any other technological product delivery to meet their needs Embed research, insight and effective measurement into planning, decision making and delivery across all football to ensure accurate data collection across programmes that address the priority areas and meet the needs of the game Design of digital assets used for the promotion of CFA activities Programme and maintain Social media platforms as well as keep the website up-to-date and user friendly Be the first person to answer incoming calls and the point of contact for clubs in directing their enquires Create an inclusive culture for, engage with and listen to children and young people Execute additional tasks as required in order to meet CFA's changing priorities. Communicate and provide information by relevant methods internally and externally to assist and enable effective service to staff and key stakeholders. Ensure compliance with CFA policies and procedures. Ensure that the CFA effectively implement and maintain the FA's Safeguarding Operating Standard within Football. An understanding and awareness of generic Equality law and of good practice within sports equality. 	

CFA Values and Behaviours

Behaviours: CFA add own if applicable	
<ul style="list-style-type: none"> Progressive - We embrace new thinking in the pursuit of continuous improvement Innovation, Creative, Future thinking, Ground-breaking, Problem Solving, Challenge Respectful - We set the standards for respectful behaviour across the game Maintaining Standards, Role modelling, Respecting others' opinions and values Inclusive - We champion and ensure that football is and will remain a game for everyone Championing, Supporting, Including, Leading, Collaborative Determined - We are tenacious and accountable to each other in serving the whole game and doing the right thing Driven, Stamina, Tenacious, Focused, Resilient Excellent - The very best outcome can only be achieved by sustained excellence in performance Be the best you can be, Striving for success, Excelling, Exceeding expectations 	



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Essential Skills:	Desirable Skills:
<p>Knowledge</p> <ul style="list-style-type: none"> • Demonstrates a working understanding of sports inclusion, equality and diversity • Demonstrates a working understanding of safeguarding and best practice • Knowledge of the range of volunteers who exist within the game, their motives for engaging and how they can support the delivery of FA programmes • An understanding of the challenges associated with running football clubs and leagues • Knowledge of the structure and organisations within football. Knowledge and experience of the grassroots football infrastructure • Knowledge of The FA's National Game Strategy <p>Experience</p> <ul style="list-style-type: none"> • Experience in delivering customer excellence. • Experience in a secretarial/administration role. • Experience of working with volunteers • Ability to work independently and as part of a team. • Proven ability to meet multiple deadlines • Practised at developing networks and relationships with a variety of stakeholders in order to support the delivery of strategic priorities • Experience of working through others to support the delivery of key performance indicators • Experience of managing multiple projects from inception to conclusion, on budget and on time <p>Technical Skills</p> <ul style="list-style-type: none"> • Have an interest and passion for football • An administrative qualification or sports administration experience • Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes • Project management skills and experience – to plan, set and achieve objectives within strict deadlines • Excellent time management and prioritisation skills • Possess excellent problem solving and decision making skills • Outstanding communication and presentation skills. • Exceptional customer service and focus • Extensive Experience of Microsoft Office (Word, Excel, Power Point) • Show commitment towards personal development and training 	<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of The FA Rules and Regulations • Understanding of the Charter Standard Process for clubs • Knowledge of the affiliation process for clubs and CFA <p>Experience</p> <ul style="list-style-type: none"> • Experience using Data management IT systems • Experience using FA IT systems • Regularly utilise monitoring, evaluation and reflective practise to gain insight to inform decision making • Delivery of small/ large sporting events involving a variety of stakeholders and attendees • Use research and data to create and innovative approaches to identify business solutions • Experience of running multiple social media accounts • Experience of maintaining and updating Websites to meet the changing customers' needs <p>Technical Skills</p> <ul style="list-style-type: none"> • Project Management Qualification • Experience of utilising Professional design packages to produce Digital assets • A degree, equivalent qualification or 2 years sports development experience • 2 years sports administration experience
Enhanced CRC Check Required:	YES
Clean Full Driving Licence:	YES



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Created by:	<i>J. Clarke</i>
Date Role Profile Created:	24/10/2019
Signed by Role Holder:	