



Role Profile

Job Title:	Football Development Administrator		
Salary:	£18 – 21k		
Reports To:	Coach Education Coordinator	Jobs Reporting into the Job Holder:	N/A
1. Job Purpose			
<ul style="list-style-type: none"> ▪ Ensure excellent customer service standards as primary responder to Football Development enquires ▪ To provide effective administrative support to the Football Development team in delivering the annual operational plan and related outcomes ▪ Support the Marketing and Communications of the Football Development team products and services ▪ 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 			
2. Principal Accountabilities/Responsibilities			
<u>Key Responsibilities:</u>			
<ul style="list-style-type: none"> ▪ Manage the relevant Football Development team email inboxes ▪ Support the delivery of London FA’s club and league accreditation programme ▪ Support in the creation and delivery of a London FA coach membership ▪ Manage London FA’s phone system ▪ Manage the relevant Football Development areas of the London FA website ▪ Support the Football Development team in the delivery of programmes and products ▪ Ensure inclusivity and diversity is interwoven into all activities and plans ▪ To be an ambassador for London FA positively promoting the sport and those that work and volunteer within it ▪ To support the delivery of The FA National Game Strategy and the new London FA Strategy 2020 – 2025 ▪ Ensure safeguarding is embedded into all work and activities ▪ To support the delivery of other key areas of the business as required 			
3. Knowledge/Experience/Technical Skills/Behaviours			
a) Knowledge/Experience/Technical Skills			



Essential

- Competent IT skills (Word/ Excel/PowerPoint/Databases/Microsoft Office/internet)
- Self-motivated with the ability to build trust-based relationships
- Excellent customer service skills
- A working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice
- Excellent problem-solving and decision-making skills
- Experience of working with and supporting volunteers
- Experience in marketing and communication

Desirable

- Project management skills and experience – planning, setting and achieving objectives within deadlines

b) Behaviours – (based on London FA’s Behaviour Framework)

- Leadership (vision, empowerment, partnership, achievement)
- Professionalism (mindset, respect, development, wellness)
- Collaboration (responsibility, teamwork, communication, inclusion)
- Integrity (accountability, trust, transparency, decision-making)
- Performance (focus, initiative, insight, decisions)
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c) Role details

Location – London FA office, Fulham (flexible home working arrangements available)

Working hours - 37 hours per week, with some evening and weekend working

Contract type – Permanent

Further Information

The London FA takes its role as a provider of football for under 18s very seriously. Their wellbeing is paramount in all decisions taken by us. All children and young people we come into contact with have the same protection regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity.

It is our expectation that all our staff will at all times act in the best interests of children and young people under the age of 18 and in accordance with The FA’s Safeguarding Children Policy. The welfare of children and young people must always be paramount.

We promote equality and diversity in employment and welcome applicants from all parts of the community