



Job Description and Person Specification

Job title	Football Services Administrator
Reports to	Football Services Manager (Discipline)
Salary	£24K (Grade 5)
Location	Hybrid, with a minimum of one day per week at Wembley Stadium, currently a Wednesday

Job purpose(s) and responsibilities
<ul style="list-style-type: none">• To support the London Football discipline processes.• To ensure a high level of customer service standards as the primary responder to Football Services enquiries, to include managing inbox inquiries and managing incoming telephone enquiries.• To assist London Football in supporting safeguarding compliance procedures.• To assist London Football in the delivery of the affiliation programme.• To assist London Football in supporting the player registration process.• To assist London Football with general Football Services queries.• To assist London Football with its safeguarding commitments including safeguarding club visits.• Act as an ambassador for London Football, positively representing our football and the wider community.• To support the adoption of FA Technology systems across grassroots football.• To comply with FA Rules, regulations, policies, procedures and guidance that is in place.

Location	Hybrid working arrangements (minimum of one day per week at the London FA office – Wembley Stadium. Currently a Wednesday)
Working hours	35 hours per week, Monday to Friday. Occasional evening and weekend work will be required as part of the role.
Contract type	Permanent

Person specification (experience & skills)	
Essential skills and experience <ul style="list-style-type: none"> • Competent in the use of IT, including Microsoft Office applications. • Experienced in working in a high-pressure environment and delivering results within agreed time limits. • Proven experience of working with challenging customers and supporting the delivery of their enquiries. • Excellent customer service skills. • A working understanding and application of inclusion, equality, and diversity. • Problem-solving and decision-making skills • Ability to prioritise and structure work. • Diligence. • Ability to multi-task. • Effective communicator – verbal and written. • Ability to read, digest and assimilate information quickly and effectively. • Commitment to on-going professional development. • Ability to review process and make improvements. 	Desirable skills and experience <ul style="list-style-type: none"> • Knowledge of and experience of working in grassroots football. • Knowledge of the County FA Disciplinary Process and FA Rules & Regulations • Knowledge of the County FA Club Affiliation Process • Experience using CRM systems. • A working understanding of safeguarding policy and practice.

The job holder will be expected to understand and work in accordance with London Football's values and behaviours described below

London Football Value	Behaviours
LEADERSHIP	<p>I get the best out of other people and support and inspire them to maximise their potential:</p> <ul style="list-style-type: none"> • Vision • Empowerment • Partnership • Achievement
PROFESSIONALISM	<p>We take personal responsibility for bringing our best selves to work:</p> <ul style="list-style-type: none"> • Mindset • Respect • Development • Wellness
COLLABORATION	<p>We work together to make great things happen for our organisation and our sport:</p> <ul style="list-style-type: none"> • Responsibility • Teamwork • Communication • Inclusion
INTEGRITY	<p>We apply the principles of honesty, trustworthiness, and fairness to everything we do:</p> <ul style="list-style-type: none"> • Accountability • Trust • Transparency • Decision-making
PERFORMANCE	<p>We deliver high quality work to exacting standards and actively embrace new ways of working:</p> <ul style="list-style-type: none"> • Focus • Initiative • Insight • Innovation



Further information: as this role involves regulated activity with children or young people under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidates will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role.

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.