**Job Description and Person Specification**

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| **Job title** | Football Services Officer (Clubs and Leagues) |
| **Reports to** | Head of Football Services |

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| **Job purpose(s)** |
| * To manage and lead the Associations County Cup programme, Affiliation and Sanctioning processes.
* To undertake regulatory and operational administrative functions of the business.
* To lead the adoption of FA technology systems across grassroots football.
* To assist in the efficient running of the Football Services department.
* To support delivery of The FA National Game Strategy and Middlesex FA Business Strategy.
* To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.
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| **Direct reports** | N/A |

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| **Location** | Office based (Middlesex FA HQ, UB5 5FA) with some travel across the county. |
| **Working hours** | 35 hours per week. Flexible working hours between 8:00am – 6:00pm with a requirement of 2 days in the office per week. Some evening and weekend work will be required. |
| **Contract type**  | Permanent |
| **Starting salary** | £25,000 per annum |

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| **Responsibilities** |
| * Manage, develop, promote and administer all County Cup competitions including the planning of all finals.
* Provide advice and guidance on County Cup rules and regulations.
* Act as Secretary to Competitions and Cups Committee meetings.
* Support the renewal process for the sanction of leagues, affiliation of clubs and registration of referees and ensure safeguarding requirements are met.
* Ensure leagues fully comply with The FA Standard Code of Rules prior to sanctioning.
* Support the review and development of competition and league structures to ensure they meet the needs of all players.

Conduct regular meetings with leagues to ensure they are being fully supported by the County FA and all needs are being met.* Act as a main point of contact for all clubs and leagues in the County FA.
* Identify and log specific patterns of concerning behaviour with clubs and leagues and address these proactively.
* Lead the development of the Whole Game System across the county; ensuring leagues, clubs, referees and player understand the full functionality and how it can support them.
* Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time).
* Support the roll out of all new FA IT systems.
* Support the implementation and communication of new structures, rules and regulations to stakeholders.
* Contribute to ensuring that safeguarding and equality are embedded throughout the Middlesex FA and grassroots football.
* Provide support to the Head of Football Services when required to do so.
* Execute tasks as required to meet the Middlesex FA changing priorities.
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| **Person specification** |
| **Qualifications** |
| **Essential** * Educated to A-Level or equivalent.
 | **Desirable** * Two years’ sports administration or development experience.
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| **Skills and Experience** |
| **Essential*** Experience in an administration role.
* Proficient in data management and interpretation.
* Proficient in the use of online systems.
* Possess a dynamic, progressive attitude towards innovative practice and processes.
* An ability to engage with both the paid and volunteer workforce.
* A working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice.
* 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 and presentation skills.
* Exceptional customer service.
* Report-writing skills.
* Ability to use data to monitor and evaluate programmes.
* Influencing skills to champion change.
 | **Desirable*** Knowledge and understanding of The FA’s Grassroots Football Strategy and how the County FA Business Plans support its delivery.
* Knowledge and understanding of working with volunteers.
* Experience in planning and delivery of events.
* Experience in minute-taking at meetings.
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| **Enhanced DBS Check required** | Yes  |
| **Clean, full driving licence?** | Yes |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below**  |
| **FA value** | **Behaviours** |
| COMMITTED | We are committed to doing the right thing. Governing the game in a way that's fair to all and treats everyone the same regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity. |
| CREATIVE | We are creative. Adopting creative solutions to ensure we stay ahead of the game and meet the needs of our football community. We will focus on the future and learn from the past. |
| COLLABORATIVE | We are collaborative. We will engage with local and national partners to offer benefits to our football community. We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are meeting their needs and listening to their feedback. We will collaborate with each other to share knowledge, provide feedback and work as a team to meet our common goal.  |
| CONNECTED | To be connected. We are connected to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do.  |

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| **Benefits of working at Middlesex FA** |
| * Flexible working, combining office and home locations to suit your needs and the business
* Workplace pension scheme
* A day off on your birthday
* Access to the cycle to work scheme
* Free Nike Staff Uniform every year
* Employee Assistance Programme
* Customer Service Awards
* Access to FA Cup Final Tickets and England Tickets at Wembley
* Opportunity to be part of the Health and Wellbeing Group (This group supports all staff on a range of topics such as fundraising for our Charity Partner, Health and Fitness, Wellbeing Workshops, Staff Socials and much more)
* 2 Volunteering days a year (to take place in Middlesex)
* Personal Development Budgets
* Professional Development Plan
* 20 days annual leave as standard
* Additional Days leave after 5 years’ service
* 15% Staff Discount at Rectory Park
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| **Job description reviewed and modified by:** | Daniel May, Head of Football Services |
| **Date job description reviewed and modified:** | 23/11/2022 |
| **Job description authorisedby:** | Kayleigh Saunders, Chief Executive |

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| **How to apply** | Submit your CV and Cover Letter on the link below:<https://middlesexfa.peoplehr.net/Pages/JobBoard/Opening.aspx?v=6a7a649f-3c4a-4c15-b464-c6f768c3c050> |
| **Deadline for applications:**  | 13th December 2022 |
| **Interview Date:** | 19th December 2022 |

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| **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.