



Job Description and Person Specification

Job title	Football Services Apprentice
Reports to	Regulatory Services Manager

Job purpose(s)	
<ul style="list-style-type: none"> To support delivery of the County FA's Business Strategy and The FA Grassroots Football Strategy To support the Football Services Department in all aspects of the administrative tasks undertaken by the team To assist in the efficient running of both the Regulatory Services Team and the Football Services Department 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	None

Location	Norfolk County FA, TheFDC, Clover Hill Road, Norwich, NR5 9ED with the ability for a hybrid of working from the office location above and at home as agreed with Line Manager and CEO
Working hours	37.5 hours per week Monday - Friday: 9am – 5pm The role will require evening and weekend working from time to time. Flexibility of working hours can be agreed between the job holder and their line manager to accommodate this and other requirements as necessary.
Contract type	Apprenticeship
Salary	£12,500
Apprenticeship Education Programme	Level 3 (or above) advanced apprenticeship qualification

Responsibilities	
<ul style="list-style-type: none"> Provide administrative support to the Football Services Department in the following aspects of the work undertaken by the team: <ul style="list-style-type: none"> Player registrations County Cup competitions Club affiliations League and tournament sanctioning Discipline Norfolk FA Veterans League Support the other regular administrative tasks undertaken within the Football Services Department, including, but not limited to: <ul style="list-style-type: none"> Daily reconciliations Arrangement of hearings and appeals Referee administration Processing of suspension records Monitoring club and individual safeguarding compliance Undertake any other administrative tasks as required from time to time 	



- Provide regular reports to the Regulatory Services Manager
- 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)
- Awareness of all the County FA policies and procedures, ensuring that they are reviewed annually and updated where necessary
- Contribute to ensuring that safeguarding and equality are embedded throughout the County FA and grassroots football
- Execute tasks as required to meet the County FA's changing priorities

Person specification

Qualifications

Essential

- None

Desirable

- GCSE Grade 4 or above in English and Maths

Skills

Essential

- 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
- Sound organisational, administrative and planning skills

Desirable

- Excellent problem solving and decision-making skills
- Excellent customer services skills

Knowledge and experience

Essential

- Knowledge of grassroots football

Desirable

- Knowledge of the structures and organisations within football both nationally and within Norfolk
- Knowledge and understanding of working with volunteers
- Knowledge of the County FA's 2021-24 strategy
- Evidence of problem solving

Enhanced DBS Check required?

No

Clean, full driving Licence?

Desirable

The job holder will be expected to understand and work in accordance with the values and behaviours described below

NCFA DNA

Behaviours

INCLUSIVE

'Having inclusion at the heart of the way that we work and operate'

- Openly collaborates with colleagues, individuals, and partners in the game
- Provides equal opportunity to people of different backgrounds, experience, and perspective

EMPATHETIC

'Demonstrating empathy with colleagues, individuals, and partners that we work with'

- Considers the impact that decisions and views may have on other people's feelings
- Demonstrates a caring and supportive approach to the thoughts and feelings of other staff members



INNOVATIVE <i>'Continuously looking at new ways and ideas to ensure Norfolk Football moves forward'</i>	<ul style="list-style-type: none">• Seeks out and embraces new ways of thinking and working• Utilises the resources available to achieve the best possible outcome
PASSIONATE <i>'Demonstrating an enthusiasm and drive to serve Norfolk Football'</i>	<ul style="list-style-type: none">• Focused on seeing agreed goals through to completion, taking pride in their work• Works relentlessly to overcome roadblocks or obstacles to achieve goals
TRANSPARENT <i>'Offering total visibility and demonstrating integrity within everything we do'</i>	<ul style="list-style-type: none">• Provides open communication internally and externally, where appropriate• Demonstrates accountability for actions and behaviours