**Job Description and Person Specification**

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| **Job title** | Football Services Assistant |
| **Reports to** | Head of Compliance & Inclusion |

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| **Job purpose(s)** | |
| * To support delivery of The FA National Game Strategy and the Northumberland Football Association Business Strategy. * To assist in the efficient running of the Compliance 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** | N/A |

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| **Location** | Whitley Park, Whitley Road, Benton, Newcastle upon Tyne, NE12 9FA (with home working permittable) |
| **Working hours** | Full-Time, 37.5 hours per week including weekend and evening work |
| **Contract type** | Fixed term until June 2024, extension dependent on funding. |
| **Salary** | £18,000 per annum plus benefits |

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| **Responsibilities** |
| * Support club and league secretaries with the discipline process and provide regulatory updates where necessary. * Arrange personal and non-personal hearings. * Support appeals and complaints in conjunction with the Head of Compliance where necessary. * Support the affiliation of clubs and ensure safeguarding requirements are met. * Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Learning, FA Events, Whole Game System, Matchday app and Full-Time). * Ensure that grassroots football is inclusive, diverse and reflective of local communities. * Assist with the administration of County Cup competitions. * Provide administration support to safeguarding programmes, activities, events and communications. * Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within disciplinary processes, County Cup competitions and representative football. * Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees. * Contribute to ensuring that safeguarding and equality are embedded throughout the Northumberland FA and grassroots football. * Execute tasks as required to meet the Northumberland FA’s changing priorities. |

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| **Person specification** | |
| **Qualifications** | |
| **Essential**   * GCSEs in Mathematics and English at Grade C or above (or equivalent). | **Desirable**   * A qualification in business administration. |
| **Skills** | |
| **Essential**   * Ability to work independently and as part of a team. * Excellent organisational skills and the ability to prioritise workload effectively. * Excellent problem-solving and decision-making skills. * Ability to communicate effectively and in a manner appropriate to the audience. * Commitment to delivering exceptional standards of customer service. * Ability to use Microsoft Office effectively (Word, Excel, Power Point). * Attention to detail and an ability to manage accurate recording and reporting of information. | **Desirable** |
| **Knowledge and experience** | |
| **Essential**   * Demonstrate a working knowledge of inclusion, equality, anti–discrimination and safeguarding * Knowledge of the structure and partner. organisations within football, nationally and within the County FA locality. | **Desirable**   * Knowledge of grassroots football governance and regulation. * Knowledge of The FA’s National Game Strategy, * Knowledge and understanding of working with volunteers |
| **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:** | |
| **Accountable** | * Communicates consistently and effectively. * Maintains accountability for their area of work within the business, the delivery of agreed targets and actions. * Maintains a detailed knowledge of their area of work and seeks to understand others areas of work. * Communicates consistently and effectively. |
| **Professional** | * Uses supportive body language with colleagues and customers (eye contact, open body position…) * Demonstrates enthusiasm towards work tasks, colleagues and stakeholders * Leads by example and sets a personal example to others at all times through their own behaviour and standards e.g. is an effective role model. |
| **Respectful** | * Maintains people’s self-esteem when interacting with them; * Avoids pre-judgment when listening to suggestions from others; * Seizes the opportunity to apply company standards at all times. * Demonstrates an awareness of self and how this may impact upon others. |
| **Teamwork** | * Positively shares and receives ideas; * Identifies who they need to collaborate with to ensure success; * Initiates and sets up opportunities to collaborate widely; * Proactively steps in and shows support for colleagues. |

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| **Job description reviewed and modified by:** | Andrew Rose-Cook |
| **Date job description reviewed and modified:** | 29 September 2021 |
| **Job description authorisedby:** | Andrew Rose-Cook (Executive Officer) |

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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.