**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.
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| **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.
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| **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
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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:** |
| **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.
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| **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.
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| **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.
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| **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.