

NORTHUMBERLAND FA RECRUITMENT PACK

FOOTBALL SERVICES ADMINISTRATOR

NORTHUMBERLAND
FOOTBALL
ASSOCIATION
LIMITED



WELCOME TO NORTHUMBERLAND FA

ABOUT US

Northumberland FA is part of The FA's national network of County Football Associations. County FA's support, develop, and govern grassroots football in their regions. Northumberland FA's region includes three Local Authority areas; Newcastle upon Tyne, North Tyneside, and Northumberland.

Northumberland FA is a registered charity and is funded through both The FA and its own commercial activity.

Northumberland FA aims to achieve its vision by supporting the provision of, fun, safe, and inclusive football environments for all. We believe in our people and strive to create a team who share our values.

This is an incredibly exciting time to join us as we prepare to move into our brand new £4 million Head Quarters, and we look forward to hearing from you

OUR APPROACH TO RECRUITMENT

At Northumberland FA, we are committed to equality and to ensuring opportunities for all. This commitment extends to our recruitment processes. For this reason, we;

- Operate a 'blind' recruitment process.
- Are flexible with interview times.
- Are a Disability Confident employer.
- Are fully transparent - this means we'll always advertise the salary for the role so there aren't any surprises.

We aim to be flexible in our approach, and this extends to considering flexible working options including job shares.

We want to ensure our recruitment process is as fair as possible and doesn't exclude anyone from joining us in our mission to ensure that football truly is for all.

KEY ACHIEVEMENTS



2023 North East Chamber of Commerce: Business of the Year



100% Employee Satisfaction Rating in 2022 from the annual FA State of Play Survey, compared with a 77% average across all other County FA's.



Northumberland FA were one of the first 10 County FA's to achieve The FA's Code of Governance.



NSPCC Safeguarding Compliant to the highest possible standard.



2023 North East Chamber of Commerce: Diversity & Inclusion Award



2022 FA Recognition Awards: Coach Development Programme of the Year.

BENEFITS OF WORKING AT NORTHUMBERLAND FA

Hybrid working policy with a minimum of 1 day working from home a week.



23 Days annual leave.
Flexible Working and TOIL Policy.

4 weeks Sickness Pay over a 12 month period.



Additional paid leave at Christmas supplementing your holiday entitlement.

Maternity & Paternity pay policies and time off for medical appointments.



Access to tickets for FA Cup Finals, England internationals & Newcastle United Premier League games.

Contributory pension scheme through NEST Pensions.



Nike staff kit provided

Living Wage Employer



All Bank holidays off & additional annual leave for long-service.

WHAT TEAM NFA SAY:

Dean Buckle, Head of Compliance & Inclusion

"Working for Northumberland FA is fantastic. My role is challenging, but hugely rewarding. There are so many benefits to working here and we invest hugely in our people. I genuinely love my job and the people I work with; how many people can honestly say that?"

Louise Robinson (Previous role holder):

"Working at Northumberland FA has been a genuine pleasure. I am moving onto something new that wouldn't be possible had it not been for my time in this role.

"I have learnt some valuable skills from my colleagues. I took this job as I was returning to full time work for the first time since becoming a parent. The flexibility and understanding of the team makes for an excellent work-life balance.

"The future of Northumberland FA will be bright. We are always looking at what we can do next and how we can make things better. Everyone has a voice and you are encouraged to influence change."

TEAM NFA STRUCTURE

Northumberland FA Board of Directors

Chief Executive Officer

Head of Compliance & Inclusion

Head of Business Development

Head of Football Development

Safeguarding Officer

Discipline Officer

Facilities Officer

Digital Marketing Assistant

Referee Development Officer

Football Development Officers x 3

Football Services Administrator

Football Services Administrator

Inclusion Advisory Board

Youth Engagement : Voice FC

Football Advisory Board

TEAM NFA CRITERIA

To be successful at Northumberland FA, there are some Key skills, values and attributes that are hugely important to us and will help you to be successful in your role.

We'd love to hear from you if you;

- Are positive
- Are a self-starter
- Love being part of a team
- Genuinely care about the community
- Are solutions focussed
- Really care about making a positive difference to people, especially children and young adults.
- Feel comfortable talking to a wide range of people from different demographics.

HOW TO APPLY

Equality and Diversity:

Northumberland FA promotes inclusion and diversity and welcomes applications from everyone. If you have any requirements in relation to the recruitment or interview process, please include details on the application form.

About the application and selection process:

- Complete the Application Form [here](#) and Equality and Diversity Monitoring Form [here](#) no later than 17:00 on 3 October 2023 Applications received after deadline will only be considered in exceptional circumstances e.g. proof of posting indicates undue delay through no fault of the applicant.
- Receipt of applications will not be acknowledged.
- Shortlisted applicants will be contacted by 5pm on Friday 6 October 2023 to arrange a mutually convenient interview time.
- Interviews will be held week commencing Monday 9 October 2023; we will attempt to accommodate any requests.

Contact:

If you have any questions about the role, please contact Andrew Rose-Cook (Chief Executive Officer) for an informal discussion on 07921144906 or email Andrew.Cook@Northumberlandfa.com

Football Services Administrator

Job Title: Football Services Administrator

Location: Whitley Park, Whitley Road, Benton, Newcastle NE12 9FA (with home working permittable)

Contract Type: Fixed term until June 2028, extension dependent on funding

Hours: Full-Time, 37.5 hours per week including occasional weekend and evening work (Job share requests will be considered)

Salary: £20,319 per annum (UK Living Wage) plus other benefits

Reports to: Head of Compliance and Inclusion

Responsibilities:

Admin

- Provide administration support to safeguarding programmes, activities, events, and communications.
- To play a lead role in the administration of our county cup program.
- Assist with the day-to-day financial administration at Northumberland FA.
- To support with administrative tasks required by all departments as and when required.

Customer Service

- Provide the highest level of customer excellence to support volunteers.

Equality, Diversity & Inclusion

- To work closely with our inclusion partners, supporting '100% Inclusive' through the collection and administrative duties associated with Grassroots in partnership with Northumberland FA.

Further Responsibilities

- To support the business in our core activities such as attendance at safeguarding visits, county cup games, major events and other activities as and when staff support is required.
- To complete our regular health and safety checks (full training will be provided).



WHAT ARE WE LOOKING FOR?

Qualifications:

Essential

- 3 GCSEs at Grade C or above (or equivalent).

Desirable

- N/A

Skills:

Essential

- Ability to work independently and as part of a team.
- Excellent organisational skills and the ability to prioritise workload effectively.
- Ability to communicate effectively.
- Commitment to delivering exceptional standards of customer service.
- Ability to use Microsoft Office effectively (Word, Excel, Power Point).
- Accuracy in your work and attention to detail.

Desirable

- Excellent problem-solving and decision-making skills.

Knowledge and experience:

Essential

- Excellent problem-solving and decision-making skills.

Desirable

- Experience of working in a customer facing or customer service role.
- Experience of performing administrative tasks.
- Knowledge of grassroots football.
- Knowledge and understanding of working with volunteers.
- Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.

- Enhanced DBS check and full driving licence are required



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.

