

## Job Description and Person Specification

<b>Job title</b>	Business Support Officer
<b>Reports to</b>	Chief Executive

<b>Job purpose(s)</b>	
<ul style="list-style-type: none"> <li>• To support delivery of The FA Grassroots Football Strategy and the Oxfordshire FA Business Strategy.</li> <li>• To organise, administer and deliver the organisation and administration of 17 County Cup Competitions each year</li> <li>• To ensure maximum presence of Competitions on social media</li> <li>• To support and educate clubs and leagues through the annual affiliation and player registration processes</li> <li>• To support financial reporting for the Board of Directors</li> <li>• To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.</li> <li>• To support the adoption of FA technology systems across grassroots football.</li> <li>• To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.</li> </ul>	
<b>Direct reports</b>	None

<b>Location</b>	County Office & Work from Home
<b>Working hours</b>	37.5 hours per week – inc evenings and weekends at Cup Final time
<b>Contract type</b>	Fixed term to June 2024

<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• To ensure 17 County Cup Competitions are administered, promoted and delivered each season. This includes keeping leagues advised of draws when made</li> <li>• To organise County Cup Final matches and ensure they are suitably resourced</li> <li>• To provide maximum coverage of each Competition on social media</li> <li>• Work with third party book keeper to ensure invoices are paid and accounts kept up to date and provide reports to Board of Directors as required</li> <li>• To provide clubs and leagues with annual affiliation and player registration processes.</li> <li>• To educate clubs and leagues with bespoke FA software and provide a front line support process</li> <li>• 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).</li> <li>• Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within all facility and investment projects.</li> <li>• Ensure contract agreements are in place with all contractors (facility hire, consultants etc.) and that these outline the requisite safeguarding responsibilities and accountabilities for all parties.</li> <li>• Contribute to ensuring that safeguarding and equality are embedded throughout the Oxfordshire FA and grassroots football.</li> <li>• Execute additional tasks as required to meet Oxfordshire FA changing priorities.</li> </ul>	

<b>Person specification</b>	
<b>Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Educated to A Level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>A qualification in sports development or similar</li> </ul>
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Ability to work strategically with partner organisations to plan and deliver programmes.</li> <li>Project management skills and experience – to plan, set and achieve objectives to deadlines.</li> <li>Excellent IT skills, including the use of Microsoft Office applications.</li> <li>Ability to work independently and as part of a team.</li> <li>Excellent time management and prioritisation skills.</li> <li>Excellent problem-solving and decision-making skills.</li> <li>Outstanding communication and presentation skills.</li> <li>Exceptional customer service.</li> <li>Budget management skills.</li> <li>Report-writing skills.</li> <li>Ability to use data to monitor and evaluate programmes.</li> </ul>	<ul style="list-style-type: none"> <li>Capability to create multiple reports, budgets and plans</li> <li>Ability to produce digital promotional content for social media</li> </ul>
<b>Knowledge and experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Practical experience of sports / football</li> <li>Practical experience of using and creating content for social media including Facebook, Twitter, Instagram and YouTube</li> <li>Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.</li> <li>Knowledge of the structure and partner organisations within football, nationally and within the County FA locality.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of The FA's Grassroots Football Strategy</li> <li>Experience of project and/or event management.</li> <li>Knowledge and understanding of working with volunteers.</li> </ul>
<b>Enhanced DBS Check required?</b>	Yes
<b>Clean, full driving licence?</b>	Ideally

<b>The job holder will be expected to understand and work in accordance with the values and behaviours described below</b>	
<b>FA value</b>	<b>Behaviours</b>
PROGRESSIVE	<b>Embraces new thinking in pursuit of continuous improvement:</b> <ul style="list-style-type: none"> <li>Identifies the need for, and actions change in direction, practice, policy or procedure.</li> <li>Questions the way things are done and takes informed risks.</li> <li>Continuously seeks to improve efficiency and performance.</li> </ul>
RESPECTFUL	<b>Sets the standards for respectful behaviour across the game:</b> <ul style="list-style-type: none"> <li>Maintains people's self-esteem when interacting with them.</li> <li>Avoids pre-judgement when listening to suggestions from others.</li> </ul>

	<ul style="list-style-type: none"> <li>• Seizes the opportunity to apply FA standards at all times.</li> </ul>
INCLUSIVE	<b>Champions and ensures that football is, and will remain, a game for everyone:</b> <ul style="list-style-type: none"> <li>• Openly collaborates with colleagues and partners in the game</li> <li>• Provides equal opportunity to people of different backgrounds, experience and perspective</li> <li>• Seeks out and embraces new ways of thinking and working.</li> </ul>
DETERMINED	<b>Tenacious and accountable. Serving the whole game and doing the right thing:</b> <ul style="list-style-type: none"> <li>• Works relentlessly to overcome roadblocks or obstacles to achieve the goal.</li> <li>• Remains focused on seeing agreed goals through to completion taking pride in their work.</li> <li>• Maintains motivation for their team and themselves.</li> </ul>
EXCELLENT	<b>The very best outcome achieved by sustained excellence in performance:</b> <ul style="list-style-type: none"> <li>• Seeks to achieve the highest levels of performance at all times.</li> <li>• Persistent to achieve a standard that others consider impossible.</li> <li>• Challenges others to go further and achieve more.</li> </ul>

<b>Signed by job holder (on appointment):</b>	
<b>Date signed:</b>	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.