



Sussex County Football Association

Operations Officer

Recruitment Pack



Sussex County FA

Operations Officer

The Sussex County Football Association Limited is seeking to recruit an Operations Officer to carry out all aspects of the work allocated to the Operations team within the Sussex County Football Association. A general job description is attached.

To join the team and be successful, the individual must be able to demonstrate an understanding of the role on offer and how their expertise and experience will enable them to meet the essential and desirable criteria within the role.

The interview panel must be convinced of the individual's passion, inspiration, and professionalism for the role.

This pack provides the following to assist individuals in considering whether they have the relevant skills and attributes required for the role:

1. The Role Advertisement
2. The Role Profile
3. How to apply - Application Form

The successful applicant will report to the Operations Manager.

Applicants should be computer literate, ideally have a football interest though not essential, with presentation and communication skills capable of carrying out and implementing administration systems.

The individual should be able to work occasional evenings and weekends when required. A six-month probationary period is applicable to this role.

The Sussex County FA is committed to safeguarding children and adults at risk, and anyone working with us will be required to follow the Sussex County FA safeguarding policies.

Due to the nature of this role, the successful candidate may be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

What can the Sussex County FA offer?

- An exciting opportunity to join a forward thinking, progressive business
- A chance to work with key stakeholders within the grassroots and professional game
- A commitment to empowered and supportive personal development
- A Workplace Pension Scheme
- A Personal Accident policy
- 20 days' annual leave as standard
- Additional leave after 5, 10 years' service
- Long Service Awards for 10, 15, 20 years' service
- Health Scheme
- Employee Assistance Programme
- Access to FA Cup Final & England tickets at Wembley
- Additional time off over Christmas
- Personal Development Budgets
- Free Nike Staff Uniform every year

Disability Confident

The Sussex County FA prides its-self on being an employer who are committed to supporting candidates with disabilities throughout our recruitment and selection process. We have a dedicated team to support any employee with a disability. If you require any reasonable adjustments to support your application, please do not hesitate to get in touch.

Equality Statement

We believe that Football belongs to, and should be enjoyed by, anyone who wants to participate in it. The Sussex County FA is committed to promoting equality within the business in every aspect of its work and we encourage applicants from all backgrounds, cultures, beliefs, and experiences to apply for this role, regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnership.

If any questions arise about the role or clarity is required on the recruitment pack, please contact:

Paul Jeffery, Operations Manager - E: Paul.Jeffery@SussexFA.com | T: 01903 753547

Closing date for applications is:

Noon on Friday 6 August 2021. Interviews will take place on Wednesday 18 August 2021.





Role Profile

Job Title:	Operations Officer		
Reports To:	Paul Jeffery	Jobs Reporting into the Job Holder:	N/A
Location:	Office/Home based, Travel may be required as part of the role		
Working hours:	Monday-Friday 9:00am-5:00pm (7hrs per day + 60 min break) - 35hrs per week		
Contract type:	Permanent / Full Time	Starting Salary:	£16,500-£17,500 (dependent on experience)

1. Job Purpose

- To support delivery of the Sussex County FA Strategy
- To undertake the disciplinary, regulatory, and operational administrative functions of the business
- Actively support the Sussex County FA's safeguarding plan, and the relevant requirements in-order to meet the Safeguarding Operating Standard

2. Key Responsibilities

- Provide high levels of customer service
- Provide support to the Operations Department and the Operations Manager
- To contribute to an effective business culture across the Company
- Deliver membership services, products, and procedures to meet the needs of customers
- Work alongside other functional units of the business (Safeguarding, Finance and Football Development) to provide an efficient, transparent, and consistent level of service to customers
- Ensure customer enquiries are handled promptly and professionally in line with Company values, policies, and procedures
- Be an advocate of the Sussex County FA, by compliance with policies, procedures, and brand standards
- Foster a culture of execution and passion for customer excellence
- Support all Leagues in their Development and work with Development Officers on League related work
- Assist the Operations Manager with all matters relating to the Sanctioning of Leagues and Affiliation of Clubs
- Provide the highest level of customer excellence to support volunteers across all FA Technology (FA Events, Whole Game System, Matchday app and Full-Time).
- Assist with the development of the Whole Game System across the County, ensuring Leagues, Clubs, Referees and Players understand the full functionality of the software and how it can support their role
- Always act to ensure the welfare and safeguarding of children and adults at risk, is paramount in all decisions and actions taken
- Execute tasks as required to meet Sussex County FA's changing priorities

3. Person Specification

a) Knowledge/Experience/Technical Skills

Essential: -

- Experience in an administration role
- Proficient in data management and interpretation
- An ability to engage with both paid and volunteer workforce
- Influence and negotiation skills
- Ability to proactively work with internal and external partners
- Significant experience of using Microsoft Office, including Word, Excel, PowerPoint and Outlook
- Experience of providing customer excellence
- A working understanding and application of inclusion, equality, diversity, safeguarding, anti-discrimination and best practice

Desirable: -

- Experience of safeguarding in sport
- Knowledge of The FA National Game Strategy
- Knowledge / experience of grassroots football
- Knowledge of FA Disciplinary processes and FA Rules & Regs
- Experience of influencing volunteers
- Knowledge of The FA Whole Game System and Full-Time

b) Behaviours

- Problem Solving
- Teamwork
- Communicating
- Delivery to meet Deadlines
- Customer Excellence
- Developing Self
- Progressive

How do I meet the requirements of the role?

Please outline the skills and experience that you have which are appropriate to demonstrate your suitability for the advertised role and how you would meet the essential and desirable knowledge, experience and skills required. Please include any paid work, unpaid/voluntary work which is relevant to the role we are recruiting for. In your application please ensure you have read and fully understood the job advertisement and the role description provided.

Names and address of referees

Please give the name and address of two reference providers, one of which should be your current employer, or when not currently employed, your last employer (where possible). References will only be taken up upon successful application.

Please note: Appointment to the role will not be approved until suitable references have been obtained and approved

	First Referee	Second Referee
Name		
Address		
Postcode		
Telephone		
Email		
Relationship to you		

Accessibility

Sussex County FA is committed to ensuring that all applicants can access the application and selection process for this role. Please details in the box below any adjustments you will require to be made to the selection process (including interviews) should your application be progressed to the next stage.

Additional Information

Do you require a work permit or are there any restrictions on your ability to work in the UK?

If yes, please give further details:

If your application is successful:

What notice period would you have to provide your current employer?

What annual salary would you be looking to obtain?

£

Declaration

I give my consent to the storage of personal data contained within this form for the purposes only of this application process. I can confirm and declare that the information provided on this form, to the best of my knowledge is complete, accurate and not misleading.

Signature:

Date:

Please complete and return your application form before noon on Friday 6 August 2021.

Either email Larette.Tritton@SussexFA.com or post to the address as follows:
*Strictly Private & Confidential, Larette Tritton, Operations Officer vacancy,
Sussex County FA, Culver Road, Lancing, West Sussex, BN15 9AX.*

DIVERSITY & INCLUSION DATA CAPTURE - SURVEY QUESTIONS

Sussex County FA is committed to Equality and Diversity and ensuring that it is fully representative of the community it serves. To assist us in monitoring the ethnicity of members, we would be grateful if you could complete the following survey form. All information detailed will be treated anonymously.

Which of the following best describes your ethnic origin?

Please select the one answer which best describes you

White

- White British (English, Welsh, Scottish, Northern Irish)
- White Irish
- White Gypsy or Irish Traveller
- Other White (please specify:)

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Other Mixed / Multi-ethnic background (please specify:)

Asian or Asian British

- Indian
- British Indian
- Pakistani
- British Pakistani
- Bangladeshi
- British Bangladeshi
- Chinese
- British Chinese
- Other Asian/Chinese background (please specify:)

Black or Black British

- Caribbean
- British Caribbean
- African
- British African
- Other Black background (please specify:)

Arab

- British Arab (English, Welsh, Scottish, Irish)
- Other Arab background (please specify:)

- Other Ethnic Group (please specify:)

- Would rather not say

Which of the following best describes your religious belief?

Please select one answer

- No religion
- Buddhism
- Christianity
- Hinduism
- Islam
- Jehovah Witnesses

- Judaism
- Mormonism
- Sikhism
- Prefer not to say
- Other (please specify:)

What best describes your sexual orientation?

Please select one answer

- Gay/Lesbian
- Heterosexual/Straight
- Bi
- Pan
- Prefer not to say
- Not known



What best describes your gender identity?

Please select the responses that best describes you

- | | | | |
|--------------|--------------------------|-------------------------------------|--------------------------|
| Female/Woman | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |
| Male/Man | <input type="checkbox"/> | I use another term (please specify) | <input type="checkbox"/> |
| Non-Binary | <input type="checkbox"/> | | |
| Agender | <input type="checkbox"/> | | |
-

Do you have a trans history or does your gender differ from your sex assigned at birth?

Please select one answer

- | | |
|-------------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Do you have any long-term health conditions, impairments or illnesses that have a substantial effect on your ability to do normal daily activities?

This could include, for example, physical, sensory, learning, social, behavioural or mental health conditions or impairments. Long-term means that they have lasted, or are expected to last, 12 months or more.

- | | |
|-------------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

How old are you?

Please select one answer

- | | |
|-------------------|--------------------------|
| 16-17 | <input type="checkbox"/> |
| 18-24 | <input type="checkbox"/> |
| 25-34 | <input type="checkbox"/> |
| 35-44 | <input type="checkbox"/> |
| 45-54 | <input type="checkbox"/> |
| 55-64 | <input type="checkbox"/> |
| 65+ | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

