

# Role Profile

<b>Job Title:</b>	Operations Officer		
<b>Reports To:</b>		<b>Jobs Reporting into the Job Holder:</b>	N/A
<b>Working hours:</b>	Monday-Friday 37 hours per week		
<b>Contract type:</b>	Permanent / Full Time	<b>Starting Salary:</b>	£18,500

<b>Location</b>	<p>Westmorland County FA 35-37 Appleby Road Kendal Cumbria LA9 6ET</p> <p>Some homeworking will be considered however, the post holder will be office based for the majority of the role. There will be occasional travel to additional sites and overnight stays for training purposes.</p>
<b>Working hours</b>	37 hours per week including some evening and occasional weekend work.

## 1. Job Purpose

- To support delivery of the Westmorland County FA Strategy
- To undertake the administrative support to our in house leagues including, regulatory, and operational administrative functions
- To support the adoption of FA technology systems across grassroots football
- To support coaches and clubs by signposting to FA Education and by organising local CPD events
- To support recreational football activities such as futsal, walking football and veterans leagues
- To develop opportunities for people with disabilities to access and participate in football
- Actively support the Westmorland County FA's safeguarding plan, and the relevant requirements in-order to meet the Safeguarding Operating Standard

## 2. Responsibilities

### Westmorland County FA

- Provide high levels of customer service
- Ensure customer enquiries are handled promptly and professionally in line with Company values, policies, and procedures
- Be an advocate of the Westmorland County FA, by compliance with policies, procedures, and brand standards
- To contribute to an effective business culture across the Company
- Update the Westmorland County FA website and social media platforms with key messages to partners.
- Manage a diverse workload being able to prioritise work according to risk and timeframes, providing regular updates to the line manager on progress against the work programme and Performance Development Review.
- Execute tasks as required to meet Westmorland County FA's changing priorities

### Safeguarding

- Contribute to ensuring that safeguarding and equality are embedded throughout the Westmorland County FA and grassroots football.
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within football development programmes.
- Risk-assess Westmorland County FA events and activity for under-18s and where the Westmorland County FA directly employs or deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place.

- Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing.
- Listen to and consult with under-18s on their experiences of grassroots football as part of the Westmorland County FA youth engagement strategy.
- Utilise the feedback from under-18s and adults at risk to enhance the experience and fun and safety in grassroots football.

### **Coach Education**

- Support delivery of the FA coach education programme, liaising with key stakeholders to meet the needs of the game.
- Recruit, retain and signpost diverse coaches through The FA qualification framework and local CPD opportunities, with a focus on BAME and female coaches.
- Administrate, co-ordinate and deliver CPD events for clubs and coaches.
- Work with FA Education to deliver national programmes and services that meet the needs of volunteers.

### **Club and League Support**

- 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).
- 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
- Support club and league secretaries and provide updates where necessary.
- Support the affiliation of clubs and ensure safeguarding requirements are met.
- Support the club and league accreditation (England Accredited) renewal process and ensure safeguarding requirements are met.
- Support the Football Services Officer to ensure leagues are fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- Act as Referee appointments Secretary for in house leagues. Liaise with clubs and referees regularly in a professional manner regarding appointments

### **Recreational Football**

- Provide or facilitate the development of other formats of football (e.g. walking football and futsal) that reflect changing participant behaviour and expectations.
- Ensure that grassroots football is inclusive, diverse and reflective of local communities.
- Use national and local data, research and customer insight to increase participation in grassroots football.
- Support the FDO in organisation and delivery of festivals and trophy events
- Support the FDO with the administrative tasks of the Futsal & Recreational Leagues
- Deliver Futsal & Recreational leagues

### **Disability Football**

- To support the FDO in organising football for people with disabilities
- Retain and grow the number of affiliated disability football teams with an emphasis on creating player pathway opportunities within FA-accredited clubs
- Support and build links between schools, colleges, universities and FA-accredited clubs to support the growth in disability football.

### 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
- Understanding of various disciplines in football for people with disabilities
- 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
- Ability to plan and deliver events, training courses and leagues
- Effective prioritisation and time-management skills

**Desirable: -**

- Experience of safeguarding in sport
- Knowledge of The FA National Game Strategy
- Knowledge / experience of grassroots football
- Experience of working with people with disabilities
- Knowledge of FA Disciplinary processes and FA Rules & Regs
- Experience of influencing volunteers
- Knowledge & experience of The FA Whole Game System, Full-Time & Matchday App
- Experience of organising events, training courses and leagues

#### b) Behaviours

- Dynamic
- Committed
- Inclusive
- Passionate