

Job Title:	Leagues and Competitions Officer	Reports to:	Football Services Manager
Contracted Hours:	37.5 hours per week (willingness and ability to occasionally work outside of office hours)	Salary:	Up to £20,000

1. Job Purpose

- Lead the Wiltshire FA County Cups programme to ensure delivery of a high quality cups competition within pre-agreed budget
- Support leagues to successfully transition onto FA Whole Game System (WGS) and incorporate player registration
- Raise the profile of cups to enhance customer satisfaction, increase participation and attract additional investment, working closely with the Marketing & Communications Officer
- Provide assistance to leagues and clubs to support a smooth affiliation and league sanctioning process

2. Principal Accountabilities/Responsibilities

Safeguarding and Equality:

- Contribute to the Wiltshire FAs implementation of The FA Safeguarding Operating Standard
- Commit to promoting equality across the association and local grassroots football

County Cup Competitions:

- Manage, develop, promote and administer all County Cup Competitions including the planning of all finals in conjunction with the Football Service Committee
- Conduct the draws for all County Cup Competitions as per process and communicate rounds to Referee Development Officer for timely appointments
- Distribute draws to Leagues and Clubs via email and Full Time
- Provide customer excellence to clubs and leagues with timely, clear and specific communication around all cup draws
- Liaise with Football Services Manager in relation to any disputes or queries
- Monitor and process fines for breaches of competition rules as per membership rules
- Conduct and review Risk Assessments for all Cup Final venues
- Oversee the Cups budget and record all income and expenditure

Player Registrations:

- Support new and existing clubs with player registration processes, including transfers and notice of approaches
- Work with all Leagues to achieve 100% online player registrations for the 2020/21 season
- Weekly monitoring of player registration dashboard to identify where support is required

Affiliations and Sanctions:

- Lead on the annual affiliation process and plan the roll out of support
- Work with leagues to agree 'bespoke' affiliation packages for their members
- Daily monitor of CRM views to evaluate clubs and league progress and identify gaps where support is required

- Review CRM products seasonally and update pricing structure and GL codes ahead of affiliation window
- Lead on League integration between WGS and Full Time
- Provide all leagues 1-2-1 support for sanction process
- Process all tournament / festival applications ensuring rules are approved and safeguarding compliance

General:

- Lead on FA Technology to support full team and customers with WGS/CRM /Full-Time
- Understanding of FA Rules to be equipped to support customer enquiries
- Provide Customer Excellence at all times through all communication channels and delivery
- Fully support the Football Services team at all times

3. Knowledge/Experience/Technical Skills/Behaviours

Essential:	Desirable:
<ul style="list-style-type: none"> ▪ An understanding of the importance of safeguarding children & vulnerable adults ▪ Demonstrates a working understanding of inclusion, equality and anti-discrimination ▪ First-hand experience in producing publications and written material ▪ Ability to develop effective working relationships with colleagues and partners ▪ Project management skills and experience ▪ Experience of managing budgets and resource ▪ Excellent communication, report writing and IT skills ▪ Working knowledge and understanding of GDPR regulations ▪ Willingness and ability to work outside of office hours to support the responsibilities of the role or wider work of the Wiltshire County FA, as appropriate 	<ul style="list-style-type: none"> ▪ Educated to degree level or similar level industry qualification ▪ Knowledge of The FA National Game Strategy ▪ Experience or knowledge of the sports sector ideally football and the role of CFAs in supporting the grassroots game

4. Behaviours – as defined in County Football Association Competency Model

Behaviours	Values
<ul style="list-style-type: none"> • Problem Solving • Teamwork • Communicating • Delivery • Customer Excellence 	<ul style="list-style-type: none"> • Approachable • Honest • Inclusive • Transparent

5. Further Information

Wiltshire County FA is committed to equality of opportunity and welcome applications from all sections of the community.

As this role may involve access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role and must complete relevant safeguarding training.

This job description is only a summary of the role as it currently exists.