

<b>Job Title:</b>	Football Services Support	<b>Reports to:</b>	Football Services Manager
<b>Temporary Position:</b>	Temporary position to 28 <sup>th</sup> February 2020. Hours 10am-2pm Monday – Thursday	<b>Salary:</b>	National minimum wage

### 1. Job Purpose

- To support the effective operations of the Wiltshire FA Football Services Department.
- Demonstrate a high level of customer excellence through a pro-active attitude and effective communication style to support all sections of the footballing community.
- To provide administrative support to the Football Services Manager.

### 2. Principal Accountabilities/Responsibilities

- Reception - front of house
- Phone, email, post - general enquiries
- Governance support to include discipline and affiliation administration
- System Administration – FA IT systems including Whole Game System updates and data cleansing
- General Administration – mail-shots, franking, photocopying, office supplies
- Minute taking at staff meetings and committee meetings as appropriate
- Other Business and Administration duties as agreed in order to meet the ongoing needs of the Organisation

### 3. Knowledge/Experience/Technical Skills/Behaviours

<p style="text-align: center;"><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ An understanding of the importance of safeguarding children &amp; vulnerable adults within football.</li> <li>▪ Demonstrates a working understanding of inclusion, equality and anti-Discrimination.</li> <li>▪ Able to demonstrate an understanding of customer excellence.</li> <li>▪ Efficient with Microsoft packages including Excel, Word, PowerPoint and Outlook.</li> <li>▪ Proven track record of providing support in a similar role.</li> <li>▪ Experience of database coordination.</li> <li>▪ Experience of managing website content, e-newsletters and other form of modern communication.</li> <li>▪ Exceptional customer service, work as part of a team with excellent planning, communication and presentation skills.</li> <li>▪ Able to work under pressure, handle multiple priorities and meet deadlines.</li> </ul>	<p style="text-align: center;"><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Secretarial / administration qualification</li> <li>▪ Experience of working with volunteers</li> </ul>
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### 4. Behaviours – as defined in County Football Association Competency Model

<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>• Problem Solving</li> </ul>	<p><b>Values</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> </ul>
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- Teamwork
- Communicating
- Delivery
- Customer Excellence

- Approachability
- Transparency
- Inclusivity
- Excellence

### 5. Further Information

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

As this role involves direct 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. Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope.

<b>Completed by Name/Role:</b>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Staff Print:</b>	
<b>Staff Signature:</b>	
<b>Date:</b>	

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