

<b>Job Title:</b>	<b>Football Development Administrator</b>	<b>Reports to:</b>	<b>Senior Football Development Officer</b>
<b>Contracted Hours:</b>	<b>35 hours : 9.00am-5.00pm</b>	<b>Salary range:</b>	<b>£16,000</b>

### 1. Job Purpose

1. To support the delivery of the FA National Game Strategy
2. Co-ordinate the Wiltshire County FA Coaching & Referee Education Programmes annually to best serve our volunteer workforce ensuring all courses are operated in accordance with FA Education, funding partners and 1st4sport requirements.
3. Positively raise the profile of our Coach & Referee Education programme, including promotion of all opportunities on our County FA website, through social network and local media
4. Be pro-active and communicate effectively with customers on a daily basis by e-mail and by telephone
5. Support the delivery of the Wiltshire County FA County Strategy in partnership with key partners

### 2. Principal Accountabilities/Responsibilities

#### FA National Game Strategy

- Deliver against the key operational targets; number of Level 1-3 Female & BAME coaches, % of youth teams with a qualified coach

#### Coach & Referee Education Programme

- Organise and administer all aspects of the education programmes within the County; including the strategic planning and booking of courses, allocation of course staff, promotion of courses, processing customer bookings/fees, ordering of resources, maintaining databases and course budgets.
- Provide high quality administrative support to the Football Development Team, ensuring the education programme is operated in accordance with FA Learning, funding partners and 1st4sport requirements utilising systems including LMS, Participant & EMS.
- Organise and administer the FA Coach CPD programme within the County working closely with the County Coach Developer; including the strategic planning & booking of events, allocation of staff, promotions & processing of bookings
- Lead on the FA Coach Mentor programme within the County; liaise with the FA Regional Mentor and Mentoring Team in Wiltshire to implement a fit for purpose programme across the County
- Use modern and effective marketing and communication methods to raise awareness and improve perception of the County FA linking with the WCFA Marketing & Communications Officer
- Contribute to the Wiltshire FAs implementation of The FA Safeguarding Operating Standard including the responsibility for risk assessments across all Coach Education & Referee courses venues, SLA agreements with venues & terms of references with FA tutors.
- Implement a weekly invoicing process utilising the Whole Game System for all Coach & Referee courses and ensure timely communication of these to customers. As part of the process include the chasing of outstanding invoices once the terms of payment have expired.
- Carry out budget forecasting on an annual basis and monitor the budget against monthly performance.

### Management of key stakeholder relationships

- Regularly communicate with County Coach Developer & FA Tutors & develop professional working relationships with all Coach Education venues.
- Ensure all documentation and requirements as set by key stakeholders are completed in a timely fashion.

### Other

- To positively contribute to the Wiltshire County FA Football Development Team, ensuring high standards are maintained in all aspects of work and actively demonstrate Wiltshire County FA values
- Deal with telephone and email enquiries; providing a very high level of customer service to internal and external customers.
- Commit to promoting equality across the association and local grassroots football.
- Attending meetings and providing appropriate meeting notes or minutes as and when required

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

#### Essential:

- Proven track record of providing support in a similar role.
- Excellent communication & negotiation skills
- Ability to deal with customer queries in a professional manner
- Experience of delivering projects within specified deadlines & budgets
- Significant experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook in a previous role.
- Demonstrates a working understanding of inclusion, equality and anti – discrimination, safeguarding and best practice
- Experience of managing website content, e-newsletters and other form of modern communication

#### Desirable:

- An understanding of The FA National Game Strategy
- Secretarial / administration qualification
- Knowledge and experience of marketing and promotion
- Full driving licence and access to a car

### 4. Behaviours

#### Behaviours:

- Problem Solving
- Teamwork
- Communicating
- Delivery
- Customer Excellence
- Developing Self and Others

#### Values:

- Integrity
- Approachability
- Transparency
- Inclusivity
- Excellence

### 5. Further Information

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 and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.