



Birmingham County Football Association – Job Opportunity (2 positions)

**Position:** Football Administrator  
**Employer:** Birmingham County Football Association Ltd  
**Salary:** £15,000 + benefits

**Role Description:**

We are requesting applications for a highly motivated team player to support the administration, operations and customer excellence areas at Birmingham County FA.

One position will be with the Football Development team and the other with the Football Services team.

The generic principle responsibilities will be:

- To ensure that all calls and emails are dealt with promptly and pro-actively in line with agreed standards and targets and ensure the customer journey and experience is always positive.
- To be a main point of contact for calls and emails to the Customer Service Centre (Freshdesk) and ensure that a timely and high-quality service is always delivered across the business.
- To have full knowledge and be able to utilise all the IT systems, processes and payment methods used by the business in order to maintain and improve processes and standards. To complete administrative tasks to an excellent standard.
- To establish, develop and maintain effective working relationships with all work colleagues to ensure a 'one team' approach to the delivery of customer excellence so that overall business plan objectives are supported and met.
- To work flexibly and support general business administration across all areas of the organisation as and when required by the Senior Management Team.

Applicants should be personable, have good people skills and an excellent phone manner. They need to be flexible and able to adapt to the demands of the business.

**“Birmingham County FA is committed to equality of opportunity and welcome applications from all sections of the community”**



## Role Profile

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|---|---|---|-----|
| <b>Job Title:</b>   | <b>Football Administrator</b>   |   |     |
| <b>Reports To:</b>  | Football Development Manager (1 post)<br>Clubs and Leagues Manager (1 post) | <b>Jobs Reporting into the Job Holder:</b>  | N/A |
| <b>1. Job Purpose</b>   |   |   |     |
| To be part of a highly motivated team in order to support the administration, operations and customer excellence areas at Birmingham County FA.   |   |   |     |
| <b>2. Principal Accountabilities/Responsibilities</b>   |   |   |     |
| <ul style="list-style-type: none"> <li>▪ To ensure that all calls and emails are dealt with promptly and pro-actively in line with agreed standards and targets and ensure the customer journey and experience is always positive.</li> <li>▪ To be a main point of contact for calls and emails to the Customer Service Centre (Freshdesk) and ensure that a timely and high quality service is delivered at all times across the business.</li> <li>▪ To have full knowledge and be able to utilise all the IT systems, processes and payment methods used by the business in order to maintain and improve processes and standards. To complete administrative tasks to an excellent standard.</li> <li>▪ To establish, develop and maintain effective working relationships with all work colleagues to ensure a 'one team' approach to the delivery of customer excellence so that overall business plan objectives are supported and met.</li> <li>▪ To work flexibly and support general business administration across all areas of the organisation as and when required by the Senior Management Team.</li> </ul> |   |   |     |
| <b>3. Knowledge/Experience/Technical Skills</b>   |   |   |     |
| <b>Essential:-</b>  |   | <b>Desirable:-</b>  |     |
| <ul style="list-style-type: none"> <li>▪ Excellent phone manner and grammar</li> <li>▪ Practical experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook.</li> <li>▪ Willingness to work unsocial hours, including evenings and weekends</li> <li>▪ Diplomacy and the ability to deal appropriately with confidential information</li> <li>▪ Experience of carrying out administrative tasks.</li> </ul>   |   | <ul style="list-style-type: none"> <li>▪ Knowledge of The FA, County FA and grassroots football</li> <li>▪ Completed a Football coaching and/or Refereeing course</li> <li>▪ Experience in working with a volunteer workforce</li> <li>▪ Knowledge of updating web sites and using social media</li> <li>▪ Driving Licence</li> </ul> |     |



| b) Company Values   | BCFA Behaviours   |
|---|---|
| <ul style="list-style-type: none"> <li>• Valued</li> <li>• Innovative</li> <li>• Positive</li> <li>• Supportive</li> <li>• Website: <a href="http://www.BirminghamFA.com">www.BirminghamFA.com</a></li> </ul>   | <ul style="list-style-type: none"> <li>• Team player</li> <li>• Delivery focussed &amp; results driven</li> <li>• Customer Excellence ethos</li> <li>• Pro-active with a cost-effective approach</li> <li>• Honest &amp; Trustworthy</li> <li>• Excellent negotiator and influencer</li> <li>• Decisive with a can do attitude</li> <li>• Resilient and determined</li> <li>• Approachable and friendly</li> <li>• Engaging and supportive</li> </ul> |
| <p><b>Further Information</b></p> <p>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 an enhanced Criminal Records (DBS) check to ensure their suitability for the role.</p> <p><b>How to apply:</b> To apply, please send a <b>CV and covering letter</b> with details of your current salary marked “Private and Confidential” to: Football Development Manager, Birmingham County FA, Ray Hall Lane, Great Barr, Birmingham, B43 6JF or via email to <a href="mailto:amy.sproson@birminghamfa.com">amy.sproson@birminghamfa.com</a> stating in the subject line of your email ‘Ref: Football Administrator vacancy’.</p> <p><b>Closing date for all applications is Monday 10<sup>th</sup> February 2020, Interviews will be held on Friday 14<sup>th</sup> February 2020 at Birmingham County Football Association.</b></p> <p>Due to the volume of applications we receive, if you do not hear from us by Wednesday 12<sup>th</sup> February, please assume that your application has not been successful. Unfortunately we are not able to provide feedback to applicants at application stage.</p> |   |
| Completed by Name/Role  | Amy Sproson, Football Development Manager   |
| Signature   |   |
| Date  | Jan 2020  |

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.