



Birmingham County Football Association Ltd

Job Title:	Football Administrator – Discipline	Salary:	Up to £19'000 + benefits (depending on experience)
Reports To:	Football Services Manager	Roles reporting to the Post Holder:	None
1. Job Purpose			
<p>To be part of a highly motivated team in order to support the administration, football operations, football development and customer excellence at Birmingham County FA. To support the teams to deliver the annual Operation Plan and FA KPI's and wider business objectives</p>			
2. Principal Accountabilities/Responsibilities			
<ul style="list-style-type: none"> 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 to customers and colleagues at all times with a focus on responding to discipline queries. Arrange personal and non-personal hearings. 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. Administer match-based discipline (cautions, standard charges, stage one warnings, claims for mistaken identify). 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. To log serious cases on the discipline smartsheet and liaise with Sport Integrity Matters to deal with such cases. 			
3. Knowledge & Experience			
<p>Essential:-</p> <ul style="list-style-type: none"> Excellent phone manner and good grammar Practical experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook. Willingness to work unsocial hours, including evenings and weekends Diplomacy and the ability to deal appropriately with confidential information Experience of carrying out administrative tasks. A pro-active and cost-efficient ethos 		<p>Desirable:-</p> <ul style="list-style-type: none"> Knowledge of The FA, County FA and grassroots football Completed a Football coaching and/or Refereeing course Experience in working with a volunteer workforce Knowledge of updating web sites and using social media Driving Licence Fun and friendly personality 	



Birmingham County Football Association Ltd

<ul style="list-style-type: none"> • Hard working and positive outlook 	
BCFA Purpose & Values	BCFA Behaviours
<p>BCFA Purpose: Improving Lives by Improving Football</p> <p>BCFA Values:</p> <ul style="list-style-type: none"> • Supportive • Innovative • Inclusive • Positive 	<ul style="list-style-type: none"> • Team player • Pro-active and Inquisitive • Honest & Trustworthy • Decisive with a can-do attitude • Resilient and Determined • Engaging and supportive • Good listener & communicator • Good Time management and prioritisation • Diplomatic and dealing with confidential information • Empathetic
BCFA Vision	
<p>To be a dynamic, progressive, community focussed organisation that delivers safe, fun and inclusive football for all whilst caring for our people and our planet</p>	
BCFA in numbers	
<p>Formed in 1875 1,100 Clubs 5,200 teams 78,000 players 48,000 fixtures each season 1,300 Referees 50 sanctioned leagues 14 County Cup Finals 25,000 volunteers 24 Employees</p> <p>www.birminghamfa.com</p>	



Birmingham County Football Association Ltd

This role profile 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.

Equality Statement:

Birmingham County FA are committed to equality and diversity and welcome applications from all sections of the community. The selection process will include a blind shortlisting process aimed at removing unconscious bias in line with our recruitment and selection policy. As part of the application process, there will be an ED&I form to complete which is not mandatory. Please contact us or refer to our website for a copy of our equality and diversity policy. www.BirminghamFA.com/Equality

The role will be subject to BCFA's safer recruitment policy which includes a stringent due diligence process in background checks.

How to Apply

Please submit a copy of your CV along with a covering letter detailing why you are a good fit for this role, to:
The Football Services Manager, Mohammed Juned : mohammed.juned@birminghamfa.com

The closing date for applications is Friday 4th August with interviews scheduled for the week commencing Monday 14th August at Birmingham FA Headquarters, Ray Hall Lane, Great Barr, Birmingham, B43 6JF

Further Information

For a confidential and informal discussion about the role then, in the first instance, please email mohammed.juned@birminghamfa.com to arrange a convenient time to call.

Signed – post holder:		Date:	
Print Name:		Line Manager:	
Role Profile & benefits approved by:	Mohammed Juned, FSM	Date:	07/07/2023