

# APPLICATION PACK

FOOTBALL SERVICES OFFICER
FRONT OF HOUSE
AT DEVON COUNTY FA



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## Who are Devon County FA?



Founded in 1888, Devon County Football Association is the governing body for football in the County.

We work with the FA to deliver the national game strategy in our county, in line with our vision of enhancing lives through football in Devon. We have developed a three year strategy (2021 to 2024) which outlines our plan and priorities for the next three years, up to 2024. We hope working together with members of the grassroots game and partners, that we can together deliver a strategy that everyone is proud of.

Our role is to unite and serve Devon football to provide an inclusive and enjoyable experience for all. We want to work in partnership with a variety of stakeholders and partners to promote the benefits of football, improve facilities where football is played and make a positive impact of the community of Devon.

With over 400 clubs, 1,600 teams, 35,000 players and 500 referees, Devon County FA is responsible for providing a robust support structure that enables everyone involved with the game to participate in a safe and enjoyable environment.

The County FA workforce is divided into two sections, Football Development and Football Services.

The Football Development team's main role is to increase participation and standards across the County in all aspects of football. Our friendly, vibrant and knowledgeable Development team are on hand to offer their support to grow the game in Devon. The Football Services department are here to oversee the rules, regulations and sanctions to provide a safe and structured environment for all our clubs, leagues, referees, players and volunteers.

We operate within a high performing organisation and as we deliver our current business strategy and begin to develop our next three year strategy, this is an exciting time to join the team that leads the way for football in Devon.

Click here to view our 3 year strategy.

### DEVON COUNTY FA STRATEGY 2021 – 2024





OUR VISION - ENHANCING LIVES THROUGH FOOTBALL IN DEVON

OUR ROLE - Unite & Serve Devon Football to Provide an inclusive & enjoyable experience for all

#### WHAT DO WE WANT TO DO?

#### **HOW ARE WE GOING TO DO IT?**

ENSURE DEVON FA IS SAFE, INCLUSIVE AND DIVERSE

DEVELOP A SUSTAINABLE AND FINANCIALLY SECURE CFA TO SUPPORT FOOTBALL IN DEVON

RESTART FOOTBALL
FOLLOWING THE PANDEMIC,
SUSTAIN AND INCREASE
PARTICIPATION FOR ALL FORMATS

RETAIN, ENHANCE AND DEVELOP NEW FACILITES IN DEVON

INCREASE & DEVELOP
THE WORKFORCE SUPPORTING
DEVON FOOTBALL

IMPROVE THE IMAGE OF DEVON FA AND IT'S IMPACT/
AND SUPPORT FOR ALL
FOOTBALL IN DEVON

ACHIEVE THE
FOUNDATION
STANDARD IN 2021
AND PRELIMINARY
EQUALITY
STANDARD
IN 2022

DEVELOP AND DELIVER AN EQUALITY ACTION PLAN CREATE A HEALTH
AND WELL-BEING
STRATEGY TO
SUPPORT
FOOTBALL
PARTICIPANTS

MEET THE FA SAFEGUARDING OPERATION STANDARD ANNUALLY

ACHIEVE CODE OF GOVERNANCE BY THE 2023/24 SEASON REINVEST
A MINIMUM OF
£240,000 INTO
F00TBALL
IN DEVON ACROSS
THE STRATEGY

DEVELOP
A "WHAT IF"
COMMITTEE THAT
SUPPORTS FOOTBALL
AT RISK

SUPPORT THE RETURN OF THE DEVON ABILITY COUNTS LEAGUE AND THEIR CLUBS DEVELOPMENT
OF A CLUB RETENTION
PROGRAMME WITH
A FOCUS ON THE
ADULT MALE
11V11 GAME

1000 NEW FEMALES INVOLVED IN FOOTBALL 80% OF OUR
LEAGUES IN DEVON
TO BE AWARDED
ENGLAND FOOTBALL
ACCREDITATION

100 IMPROVED GRASS PITCHES

DEVELOP
THREE NEW 3G
FACILITIES IN DEVON

DEVELOP
A DEVON SPECIFIC
GROUNDSPERSON
ASSOCIATION TO
PROVIDE EDUCATION
AND
SITE SUPPORT

**ENHANCE** 

THE REFEREE

**DEVELOPMENT AND** 

DEVELOP
A TRAINING
PROGRAMME AND
TECHNOLOGY
SURGERY OPEN TO
ALL VOLUNTEERS

DEVELOP A
FOCUS GROUP THAT
ENHANCES THE
IMAGE AND DEVELOPS
COMMUNICATION
CHANNELS OF

THE CFA

DEVELOP A NEW DEVON FA COACHES ACADEMY

DEVELOP RETENTION PROGRAMME

DEVELOP
A TRANSPARENT
YOUTH ENGAGEMENT
STRATEGY FOR
ANYONE INVOLVED
IN FOOTBALL
UNDER
AGE OF 18

DOUBLE OUR SOCIAL MEDIA REACH ACROSS ALL FORMATS (17,500 FOLLOWERS)

PHYSICAL MENTAL COMMUNITY INVESTMENT **HEALTH &** HEALTH HEALTH **ENGAGEMENT GROWTH** WELLBEING **DEVELOP** LOCAL PLACED **OUR WORK IN** THINK OUTSIDE A STRONGER **INTERVENTION &** COLLABORATION THE BOX **VALUES** WORKFORCE **PLANNING** 

### Role, Description & Specification

We are seeking to recruit a driven, focused and motivated individual as our new Football Services Officer, responsible for Front of House.

The position of Football Services Officer (Front of House) will be integral to the day to day running of Devon County FA Complex and administration across our two departments.

You need to be passionate about and committed to the delivery of high quality customer service and supporting the Devon Football Family.

You must be able to work under pressure, handle multiple priorities and meet deadlines.

Candidates must be good administrators and be able to demonstrate both team working and the ability to work unsupervised.

Candidates should also have excellent interpersonal, communication and presentation skills.

You need also be able to work occasional evenings and weekends.

Job Title	Football Services Officer - Front of House	
Reports To	Football Services Manager	
Location	Devon County FA, Coach Road, Newton Abbot, TQ12 1EJ	
Hours	36.25 hours per week, including evenings	
Closing Date	Friday 8th September	
Contract Type	ract Type Permament, following probation period (3 months)	
Salary	£20,000	

# WHAT IS IT LIKE TO WORK FOR DEVON FAS



"As one of the newest members of Devon FA, I can honestly say I was made to feel part of the football family upon my arrival. A close workforce allows me to work to my best of abilities without feeling uneasy. The Devon FA encourage freedom of thought and innovative thinking to develop grassroots football."

#### Dawn Rainbow, Finance Officer



"I have worked in many different industries and I can honestly say, I have never worked in an environment with more of a team ethos as I do here at Devon FA. There is always a friendly face willing to help if you need it, whether that is with a personal or professional matter. I can promise you that should you be offered a job here at Devon FA, you will not look back."

#### Matt Hodgson, Football Development Manager



"I've been at Devon FA now for nearly 15 years. In this time I have worked across multiple roles and I have loved the variation this has given me. Working in football was a dream for me and I feel very privileged to have a job that I love.

The senior management and board have always been extremely supportive of me and are a huge part in the reason I have been here for so long and hope to remain here for many years to come."

#### Anne Kemp, Front of House



"I have never felt so much part of a team as I do at Devon County FA. Over the last 15 years I have been privileged to work alongside a tremendous team of staff and look forward to continuing working in a forward thinking and positive environment".

# STAFF BENEFITS

AT DEVON FAINCLUDE:

EMPLOYEE ASSISTANCE PROGRAM

VARIOUS DISCOUNTS THROUGH OUR PARTNERS
ANNUAL CHRISTMAS CELEBRATION
STAFF TRAINING THROUGH THE FA
ENHANCED SICK PAY
CYCLE TO WORK SCHEME OPERATED











at Devon County FA



**Devon FA** 







#### Job

- To assist in the efficient running of the County FA.
- To assist with general Front of House duties.
- To provide administration support as required to Devon FA staff as instructed by senior management team.
- To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.
- To support the adoption of FA technology systems across grassroots football.
- To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.

#### Responsibilities

#### **Front of House**

- Be responsible for communication and greeting customers into the County Office.
- General hospitality duties.
- Ensure the Front of House is covered at all times to ensure excellent communication and phone calls are answered promptly.
- Be responsible for admittance into the 3G facility and changing rooms during office hours.
- Oversee the Pay and Play Programme on a daily basis.
- Coordinate the contractors visits to meet our Health and Safety requirements.
- General Front of House duties.

#### **Administration Support**

- Coordinate the enrolment for referee courses and administration during and after the course.
- General administrative duties where required to assist the Devon FA staff as indicated by senior management.

#### General

- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Learning, FA Events, Whole Game System, Matchday app and Full-Time).
- To provide support where required to other Football Service Officers.
- Use national and local customer insight to drive delivery of the Association Business Strategy.
- Undertake relevant market research to identify progress and highlight priority action.
- Responsible for the management of the Devon FA 3G facility at identified evenings.
- Execute tasks as required to meet the Devon FA's changing priorities.

#### Responsibilities

#### Safeguarding

- Risk-assess all Devon FA events and activity for under-18s and where the Devon directly employs or deploys under 18 referees, coaches and volunteers to ensure that appropriate safeguards are in place.
- Listen to and consult with under-18s on their experiences of grassroots football as part of the Devon youth engagement strategy.
- Utilise the feedback from under-18s and adults at risk to enhance the experience and fun and safety in grassroots football.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Devon FA and grassroots football.
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within female football development programmes.
- Support messaging so that under-18s and adults at risk in youth and openage adult grassroots football know how to report concerns about their wellbeing.
- Ensure that grassroots football is inclusive, diverse and reflective of local communities.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Devon FA and grassroots football.

Person Specification	
Qualifications	
• GCSEs in Mathematics and English at Grade C or above (or equivalent).	<ul> <li>Desirable</li> <li>A qualification in business administration.</li> </ul>

### Knowlegde & Experience Essential Desirable Knowledge of The FA's National Knowledge of grassroots football governance and regulation. Game Strategy, Knowledge and understanding of Demonstrate a working knowledge of inclusion, equality, antiworking with volunteers, discrimination and safeguarding Knowledge of the structure and partner. organisations within football, nationally and within the County FA locality

#### Skills

#### Essential

- Ability to work independently and as part of a team.
- Excellent organisational skills and the ability to prioritise workload effectively.
- Excellent problem-solving and decision-making skills.
- Ability to communicate effectively and in a manner appropriate to the audience.
- Commitment to delivering exceptional standards of customer service.
- Ability to use Microsoft Office effectively (Word, Excel, Power Point).
- Attention to detail and an ability to manage accurate recording and reporting of information.

Full driving licence?	N/A
Enhanced DBS Check required?	YES

## Safeguarding

Devon FA is committed to safeguarding children and adults at risk. Due to the nature of this role, the successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process.

The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according the nature of the role and the information provided.

### **Equality & Diversity**

Devon FA promotes inclusion and diversity and welcomes applications from everyone. If you have any requirements in relation to the recruitment or interview process, please include details on the application form.

The form can be completed here.

### **Application & Selection Process**

Devon County FA is an equal opportunity employer that is committed to diversity and inclusion.

Devon County FA welcomes applications from our underrepresented communities to ensure our company is representative of Devon's diverse football community.

All applications will be anonymised ahead of being considered on merit for short listing.

## How to apply?

To apply for the role, please send an up to date CV and covering letter highlighting your motivation for the position and indicating how your skills and experience meet the criteria for the role to <a href="mailto:dawn.rainbow@devonfa.com">dawn.rainbow@devonfa.com</a> by Friday 8th September 2023.

Please note that no applications will be accepted after this date.

All applicants are requested to complete an anonymous Equal Opportunities Form which can be accessed <u>here</u>.

Closing date for all applications is Friday 8th September 2023.

Shortlisted applicants will be contacted by **15th September 2023**. Due to the number of expected applications for the position, if you have not heard from us by this date, please accept that your application has been unsuccessful.

Interviews will be held on Friday 22nd September 2023.

If you have any queries or questions regarding the role please contact Chris French, Chief Executive Officer at <a href="mailto:chris.french@devonfa.com">chris.french@devonfa.com</a>.

