



## Role Profile

<b>Job Title:</b>	<b>Football Development Administrator</b>		
<b>Salary:</b>	<b>£17,500</b>		
<b>Reports To:</b>	<b>Referee Development Officer</b>	<b>Jobs Reporting into the Job Holder:</b>	<b>N/A</b>
<b>1. Job Purpose</b>			
<ul style="list-style-type: none"><li>▪ Ensure excellent customer service standards as primary responder to Football Development workforce enquires.</li><li>▪ To provide effective administrative support to the Football Development workforce team in delivering the annual operational plan and related outcomes</li><li>▪ Support the Marketing and Communications of the Football Development team products and services.</li><li>▪ Assist in the delivery of the referee operations, development, and services.</li><li>▪ Assist in the delivery of the coaching operations, development and services.</li><li>▪ To comply with FA rules, regulations, policies, procedures, and guidance that are in place from time to time.</li></ul>			
<b>2. Principal Accountabilities/Responsibilities</b>			
<b>Key Responsibilities:</b> <ul style="list-style-type: none"><li>▪ Support for in administration on our Freshdesk customer service tool (primarily referee and coaching queries).</li><li>▪ Support in the delivery of the coach and referee offer.<ul style="list-style-type: none"><li>○ Attendance at Workforce CPD events</li></ul></li><li>▪ Support Referees to register with London FA</li><li>▪ Support in the delivery of new referee support package.<ul style="list-style-type: none"><li>○ Delivery of specific new referee education</li><li>○ Assistance in the referee retention tactics</li><li>○ Assistance in the new referee rewards and recognition plans.</li></ul></li><li>▪ Manage the administration of the Referee Progression Pathway (RPP).<ul style="list-style-type: none"><li>○ Administer the RPPs pre-season administration.</li><li>○ Weekly emails to our Workforce.</li><li>○ Management of Match Day Coaching &amp; Observer appointments.</li><li>○ Assist in the quality control of Match Day Coaching and Observer Reports.</li></ul></li><li>▪ Provide administration support for the delivery of the London FA racial equality plan.</li><li>▪ To be an ambassador for London FA positively promoting the sport and those that work and volunteer within it.</li></ul>			

- To support the delivery of The FA National Game Strategy and the new London FA Strategy.
- Ensure safeguarding is embedded into all work and activities.
  - Assistance in Safeguarding Assessment administration.
- To support the delivery of other key areas of the business as required.

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

#### a) Knowledge/Experience/Technical Skills

##### Essential

- Competent IT skills (Word/ Excel/PowerPoint/Databases/Microsoft Office/internet)
- Self-motivated with the ability to build trust-based relationships
- Excellent customer service skills
- A working understanding and application of inclusion, equality and diversity,
- A working understanding of safeguarding policy and practice
- Excellent problem-solving and decision-making skills
- Team player

##### Desirable

- Event management skills and experience – planning, setting and achieving objectives within deadlines.
- Referee development experience.
- Understanding of the FA Coaching models.
- Experience of working with and supporting volunteers

#### b) Behaviours – (based on London FA's Behaviour Framework)

- Leadership (vision, empowerment, partnership, achievement)
- Professionalism (mindset, respect, development, wellness)
- Collaboration (responsibility, teamwork, communication, inclusion)
- Integrity (accountability, trust, transparency, decision-making)
- Performance (focus, initiative, insight, decisions)
- 

#### c) Role details

**Location – London FA office, Wembley Stadium (flexible home working arrangements). Minimum 1 day a week at Wembley Stadium**

**Working days - 4 days per week, with some evening and weekend working**

**Contract type – One year fixed term**



### **Further Information**

The London FA takes its role as a provider of football for under 18s very seriously. Their wellbeing is paramount in all decisions taken by us. All children and young people we come into contact with have the same protection regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity.

It is our expectation that all our staff will at all times act in the best interests of children and young people under the age of 18 and in accordance with The FA's Safeguarding Children Policy. The welfare of children and young people must always be paramount.

Diversity is at the heart of our strategy, because it is at the heart of grassroots football in London. We pride ourselves on the increasing diversity of our Board. We encourage applications from the widest range of backgrounds, particularly where there is often under-representation. We are particularly keen to encourage female, black, Asian and LGBT+ applicants, and applications from those with disabilities and from minority ethnic, faith and racial groups.