



Job Description and Person Specification

Job title	Football Services Administrator
Reports to	Head of Football Services

Job purpose(s)	
<ul style="list-style-type: none"> To undertake regulatory and operational administrative functions of the business. To support delivery of The FA National Game Strategy and Middlesex FA (“MFA”) Business Strategy. To contribute to implementing and maintaining The FA’s Safeguarding Operating Standard for County FAs and driving safer practice in grassroots football. 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. 	
Direct reports	N/A

Location	Office/Home based (MFA HQ, UB5 5FA). Travel may be required as part of the role
Working hours	35 hours per week. Flexible working hours between 8:00am – 6:00pm
Contract type	Permanent / Full Time
Starting salary	£18,500 per annum

Responsibilities	
<ul style="list-style-type: none"> Utilise FA IT systems to monitor safeguarding compliance across the grassroots volunteer network. Utilise FA IT systems to monitor safeguarding compliance across the CFA Staff, Officials and volunteers network. Assist in carrying out club visits to ensure our clubs have the correct safeguarding measures in place. Assist the Designated Safeguarding Officer with relevant safeguarding administration (as and when required). Respond to customer queries in the Discipline Inbox, via our email management system Freshdesk. Appoint panel member for all Middlesex FA disciplinary hearings. Obtain the availability of Discipline Panel Members for all Middlesex FA hearings. Act as Secretary at disciplinary hearings. Administer match day discipline charges. Assist the Head of Football Services (who act as County Cups Officer) with the smooth running of the programme and cup finals, ensuring a safe, enjoyable environment for all. Administer County Cup results in Full-Time. Issue County Cup fines to clubs and match officials who breach Competition rules. Support club affiliations, referee registration and competition processes. Complete the Charter Standard Annual Health Check process. Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time). Execute tasks as required in order to meet MFA changing priorities. 	



Person specification	
Skills & Experience	
<p>Essential</p> <ul style="list-style-type: none"> • Experience in an administration role. • Proficient in data management and interpretation. • Proficient in the use of online systems. • Possess a dynamic, progressive attitude towards innovative practice and processes. • Working experience using Microsoft Office and a passion for modern technology. • An ability to engage with both the paid and volunteer workforce. • A working understanding and application of inclusion, equality and anti-discrimination, safeguarding and best practice. • Influence and negotiation skills. 	<p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of grassroots football infrastructure. • Knowledge of The FA Rules and Regulations. • Experience of influencing volunteers. • Knowledge of The FA Whole Game System. • Knowledge of The FA Full-Time. • Experience of Safeguarding in Sport
Enhanced DBS Check required	YES
Clean, full driving licence?	YES

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
COMMITTED	We are committed to doing the right thing. Governing the game in a way that's fair to all and treats everyone the same regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.
CREATIVE	We are creative. Adopting creative solutions to ensure we stay ahead of the game and meet the needs of our football community. We will focus on the future and learn from the past.
COLLABORATIVE	We are collaborative. We will engage with local and national partners to offer benefits to our football community. We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are meeting their needs and listening to their feedback. We will collaborate with each other to share knowledge, provide feedback and work as a team to meet our common goal.
CONNECTED	To be connected. We are connected to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do.



Benefits of working at Middlesex FA

- Flexible working, combining office and home locations to suit your needs and those of the business
- Workplace pension scheme
- A day off on your birthday
- Access to the cycle to work scheme
- Free Nike Staff Uniform every year
- Employee Assistance Programme
- Customer Service Awards
- Access to FA Cup Final Tickets and England Tickets at Wembley
- Additional time off over Christmas
- Opportunity to be part of the Health and Wellbeing Group (this group supports all staff on a range of topics such as fundraising for our Charity Partner, Health and Fitness, Wellbeing Workshops, Staff Socials and much more)
- 2 Volunteering days a year (to take place in Middlesex)
- Personal Development Budgets
- Professional Development Plan
- 20 days' annual leave as standard
- Additional day's leave after 5 years' service
- 15% Staff Discount at Rectory Park

How to apply	Submit your CV and Cover Letter on the link below. https://middlesexfa.peoplehr.net/Pages/JobBoard/Opening.aspx?v=fa533455-4b65-4a21-8b72-a20551380256
Deadline for applications	2 nd July 2021
Interview Date	W/C 12 th July 2021

Applications to	Kayleigh Saunders, Head of Football Services
Date job description reviewed and modified:	07/06/2021
Job description authorised by:	Leigh O'Connor

Signed by job holder (on appointment):	
Date signed:	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.