

H  **ME**

IS WHERE IT STARTED

WEST RIDING FA

**BUSINESS SUPPORT
ADMINISTRATOR**

VISION:

**TO CREATE ENJOYABLE EXPERIENCES AND
HELP FORM LASTING MEMORIES THROUGH FOOTBALL**

PURPOSE:

MORE PEOPLE PLAYING MORE OFTEN



ABOUT WEST RIDING FA

The West Riding County Football Association (West Riding FA) is the governing body of football in the county of West Riding (West Yorkshire and surrounding areas). We are the 5th largest County Football Association in the country and oversee all aspects of the game within our boundary.

We are responsible for providing the structure and support that enables our players, coaches, volunteers, and referees to perform their role with ease. Our utmost priority is that every participant in our county is given the opportunity to develop in a progressive and enjoyable environment.

In addition to our governance responsibilities, we concentrate heavily on the development of the local game and maintain a strong emphasis on the evolution of our stakeholders. By promoting 'Football for All' we encourage participation from all backgrounds and sections of society, inclusive of all protected characteristics.

By developing innovative programmes and cultivating opportunities in alignment with our governing body (The FA), we deliver the

The FA Grassroots Football Strategy in our County. We are immensely proud of our thriving culture throughout the non-professional game, a sector widely referred to as "Grassroots" football.

We believe it is essential to uphold our traditions and embrace the legacy of our past. However, we are very much a progressive organisation, happy to celebrate our history without residing on it.

Although the West Riding FA has been the governing body of all association football in the county for over 100 years, today we are an energetic, innovative, and ever-changing organisation.

As a not-for-profit organisation, West Riding FA reinvests back into the game any surplus in funds into improving products and services to grassroots football, growing, and retaining the game at all levels and formats, and supporting the workforce and facilities infrastructure to drive the game forward.



OUR STRATEGY

Our Strategy cycle is aligned to that of the Football Association with each cycle comprising 4 years. The current being 2021-2024.

REVIEW THE WEST RIDING FA RE-SET STRATEGY 2021-24 HERE

REVIEW THE FOOTBALL ASSOCIATION'S GRASSROOTS STRATEGY HERE



OUR STRATEGIC PRIORITIES



KEY PERFORMANCE INDICATORS

- # REGISTERED MALE PLAYERS
- # REGISTERED FEMALE PLAYERS
- # REGISTERED DISABLED PLAYERS
- # OF NEW WEETABIX WILDCATS PROVIDERS
- # OF WEETABIX WILDCATS PROVIDERS
- % OF YOUTH CLUBS WITH AT LEAST ONE GIRLS' TEAM
- MEETS THE FA THE STANDARD FOR FEMALE YOUTH COMPETITION PATHWAY
- # OF CLUBS PROVIDING FULL FEMALE PLAYER PATHWAY
- # GRASS PITCHES ACHIEVED 'QUALITY GRASS PITCH STANDARD' THROUGH ASSESSMENT
- % YOUTH TEAMS WITH A QUALIFIED COACH
- # OF LEARNERS ATTENDING CPD (NOT UNIQUE LEARNERS)
- # REFS RECRUITED
- # REFS CONVERTED
- # REFS RETAINED
- # REFS PROGRESSED
- ACHIEVE THE EQUALITY STANDARD FOR SPORT - PRELIMINARY LEVEL
- MEET THE SAFEGUARDING OPERATING STANDARD
- MEET THE FA CODE OF GOVERNANCE
- MEET FA FINANCE OPERATING STANDARD

ROLE:	Business Support Administrator
CONTRACT TYPE:	Fixed Term until 30 th June 2028
HOURS PER WEEK:	35 hours
SALARY:	£23,000
BASE:	West Riding County FA Headquarters, Fleet Lane, Woodlesford, Leeds, LS26 8NX
ADDITIONAL BENEFITS:	<ul style="list-style-type: none"> • Bike to Work Scheme • Cash Plan (Medical) • Nike Kit • Death in Service Insurance • Employee Pension Scheme (Scottish Widow) • Time off In Lieu Policy • Working from Home Policy • Flexible Working Policy • Individual Training and Education Support Packages

Grassroots football is our bread and butter. It's an incredible, dynamic environment for players and volunteers and it's our job to support everyone who makes our number one sport happen week in week out.

We employ a small team of 17 people across a range of roles including facility development, coach and referee development, club and league development, discipline, safeguarding, equality, inclusion and diversity and commercial delivery.

We are in search of a highly skilled administrator capable in performing a hybrid role of front-line customer service and back-office business administration.

You will provide outstanding customer service to our members through various communication channels, with a focus on email and telephone support, ensuring an efficient, positive experience for all stakeholders involved in grassroots football. In parallel you will attend to all 'business as usual' administration relating to membership services, health and safety and facility management (facility hire, consumables, contractors).

You will provide administrative support to the Board and wider executive operational team, ensuring adherence with the company's policies, processes, and compliance standards.

The role will initially report to Chief Executive Officer.

A thorough training programme will be provided to get you up to speed as well as ongoing professional development opportunities to help you achieve your best and climb the ladder if you wish.

FURTHER INFORMATION

For further information on the role, please speak with Hannah Simpson (CEO):

Email: hannah.simpson@westridingfa.com

Phone: 0113 2821222

HOW TO APPLY

To apply for this position, please complete and return the online application form:

[Application – Business Support Administrator.](#)

Closing date: 12 noon on Monday 5th February 2024.

Interviews: Week beginning 19th February 2024.

EQUALITY AND DIVERSITY

We (West Riding FA) are committed to equality and diversity. We strive to be fully representative of the community we serve by ensuring that all job applicants and members of staff are treated equally, without discrimination because of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, or age.

Please complete the [Diversity Monitoring Form](#). Completing this form is voluntary. You are not obliged to answer any of these questions but the more information you supply, the more effective our monitoring will be. All information detailed will be treated anonymously and not be shared with the Recruitment Panel for the role you are applying for.

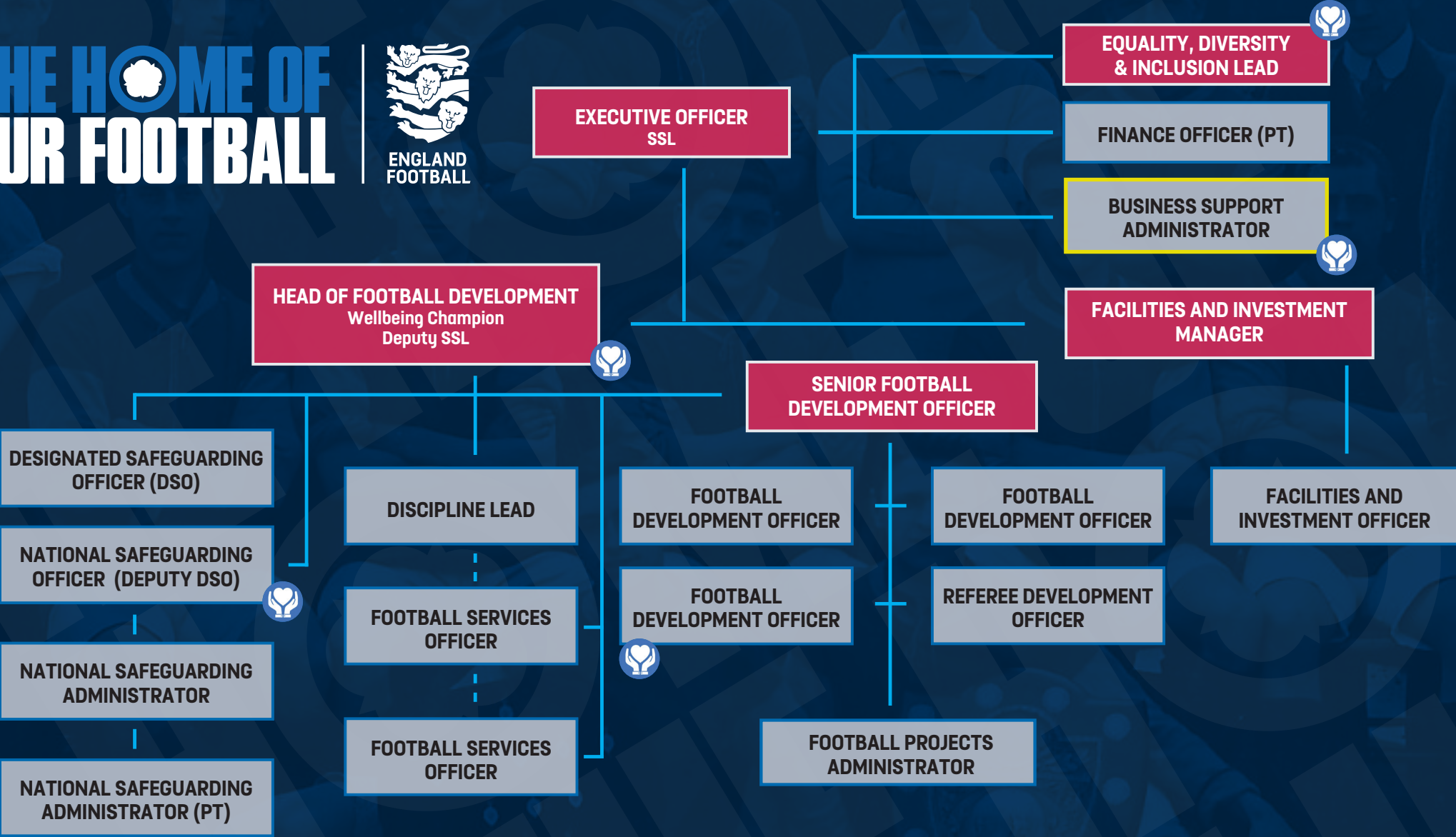
SAFEGUARDING CHILDREN, YOUNG PEOPLE, AND ADULTS AT RISK

The CFA is committed to safeguarding children, young people, and adults at risk. All eligible roles are subject to an Enhanced DBS Check. This role does not involve regulated activity with children or young people under the age of 18yrs, within the context of the job or any subsequently related activities or responsibilities and does not require an Enhanced DBS check.

If you do not have the formal qualifications specified but can demonstrate skills or experience of an equivalent standard, we would be interested in your application.

STAFFING STRUCTURE

THE HOME OF
OUR FOOTBALL



Senior Management Team

--- Supervisory Responsibility

Employee Think Tank

JOB ROLE PROFILE

JOB TITLE:	Business Support Administrator (BSA)		
REPORTS TO:	<ul style="list-style-type: none"> Chief Executive Officer – Subject to change 	JOBS REPORTING INTO THE JOB HOLDER:	None

ROLE PURPOSE:

- To provide high level administrative support to the Chief Executive Officer and functional units of the business.
- To support the delivery of The FA Grassroots Strategy and West Riding FA Strategy

PRINCIPAL ACCOUNTABILITIES/RESPONSIBILITIES

COMMUNICATION AND CALENDAR MANAGEMENT

- Provide a front of house triage customer support email and telephone answering service.
- Ensure Directors are well-prepared for upcoming commitments by providing necessary comms support, documentation, and information.
- Contribute to the effective working of the consultative Working Groups by ensuring staff, Directors and Grassroots participants are well-prepared for upcoming commitments by providing necessary comms support, documentation, and information.
- Act as a liaison between the Directors/Staff and external contacts.
- Draft and proofread correspondence, reports, and presentations – including, but not limited to, reports on progress against compliance frameworks, operational plans, and performance metrics.
- Liaise with internal and external contacts using a variety of modern communication and collaboration tools.
- Arrange and coordinate meetings, both internal and external.
- Prepare meeting agendas, take minutes, and distribute relevant documents.

ADMINISTRATIVE SUPPORT

- Handle administrative tasks such as digital filing, data entry, and document preparation.
- Assist in the preparation of reports and presentations.
- Expense management (recording & processing and submitting).
- Manage the grant and award application process (i.e Volunteer Long Service Awards and Benevolent Fund).
- Manage the ticket application and allocation process (FA, EFL).
- Provide administrative support to staff to provide an efficient, transparent, and consistent level of service to customers and participants.
- Ensure FA digital membership systems are maintained across the following categories:
 - Membership -Clubs, Leagues, Teams, Players, District Associations
 - Individuals - Coaches, Players, Referees, Spectators, Team Officials

FACILITY AND VISITOR MANAGEMENT

- Manage the stock of all office/HQ consumables.
- Manage the procurement, appointment, and ongoing maintenance of suppliers in line with agreed process.
- Manage the administrative functions of the pitch and hospitality facilities in line with agreed process (Hire of the pitch and hospitality suite).
- Undertake the role of appointed Health and Safety Coordinator, including but not limited to carrying out weekly fire alarm/ emergency lighting and defib testing and recording.
- Ensure the effective daily operation of the Headquarters providing a safe, welcoming environment for staff and visitors.

SAFEGUARDING

- Contribute to the West Riding FA's delivery of an effective Safeguarding Plan
- Manage safeguarding related administration to ensure compliance with the SOS measures (Refereeing/Coaches/Paid and voluntary workforce).

ESSENTIAL CRITERIA

- Ability to multitask.
- Excellent problem-solving skills using a trouble shooting approach.
- Excellent written and verbal communication skills - able to adapt communication style to suit the audience and situation and communicate with clarity and in a consistent and concise manner.
- Strong attention to detail.
- Excellent time management and prioritisation skills.
- Strong record keeping/audit skills.
- Ability to handle confidential information with sensitivity and discretion.
- High level of competency in the use of MS office including Excel, Outlook, PowerPoint, and Word.
- The ability to mediate conflicts and reach mutually acceptable and/or reasonable solutions.
- The ability to streamline everyday tasks through effective workflows and processes.
- Experience of implementing policies, protocols, guidance and compliance frameworks.

DESIRABLE CRITERIA

- Data analysis and presentation experience.
- A working knowledge of Smartsheet, CRM, FA Portals, Facility Bookings platforms (SportsKey) and Freshdesk.
- Recognised qualification in Business Administration
- Driving licence and own car.
- Experience working in a charitable, not for profit and/or membership driven organisation.



WEST RIDING FA VISION AND VALUES

VISION

To create enjoyable experiences and help form lasting memories through football

VALUES

TRANSPARENT

- We make our decisions and actions open, honest and consistent
- We keep our communication easy to understand and our processes simple
- We are accountable for our actions
- We make our decisions and actions open, honest and consistent

RELEVANT

- We are present when we are needed
- We act with courage by challenging the status quo and take informed risks
- We remain vigilant and agile to exploit opportunities, maximise efficiencies and performance
- We pursue and embrace innovation and experimentation in pursuit of continuous improvement

INCLUSIVE

- We consult widely to achieve the best collaborative outcome
- We provide equal opportunity to people of different backgrounds, experience, ability, and perspective
- We understand the views, needs, and expectations of everyone involved in the game
- We minimise individual bias and seek diverse opinions when listening to suggestions from others

CARE

- We humanise our interactions and create memorable connections
- We are passionate about delivering a high-quality football experience
- We strive to deliver the very best in everything we do
- We work tirelessly to create and maintain a caring, safe and respectful environment for all participants

FURTHER INFORMATION

This role does not involve regulated activity with children or young people under the age of 18, within the context of the job or any subsequently related activities or responsibilities and does not require an Enhanced DBS check.

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.

THE HOME OF OUR FOOTBALL

West Riding FA

Fleet Lane, Woodlesford, Leeds, LS26 8NX

Tel: 0113 282 1222

Email: info@westridingfa.com



@westridingfa



@westridingfa



westriding_fa

CORINTHIAN

my corinthian



The Equality Standard
A Framework for Sport

PRELIMINARY

#TOGETHER WE ARE FOOTBALL