<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Football Services Administrator</th>
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<tbody>
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<td><strong>Salary:</strong></td>
<td>£22,000</td>
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<td><strong>Reports To:</strong></td>
<td>Investigations Officer</td>
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</tbody>
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**Role Purpose and Expectations**

- To always act in the best interests of Children and Young People and to ensure their welfare is considered in all decisions and actions taken.
- Ensure excellent customer service standards as primary responder to Football Services enquires, to include managing the discipline, cup competition, safeguarding and club affiliation inboxes and handling incoming telephone enquiries.
- To provide effective administrative support to the Football Services team in delivering the annual operational plan and related outcomes.
- Support the delivery of the London FA affiliation programme, working directly with London FA clubs to affiliate them for the upcoming season.
- Work with the Head of Football Services to deliver the annual League Sanctioning process.
- To support the London FA discipline process through administering cautions and standard (match-day) charges.
- To assist in carrying out club visits to ensure our clubs have the correct safeguarding measures in place.
- To assist the Safeguarding team with DBS enquiries and other safeguarding administration (as and when required).
- To administer County Cup results in Full-Time.
- To issue County Cup fines to clubs who breach Competition rules.
- Assisting the County Cups Officer in preparation for cup finals, as well as helping at the cup finals to ensure they are run smoothly and, in a safe, enjoyable environment for all.
- To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.
- To support the delivery of The FA National Game Strategy and the new London FA Strategy 2020 – 2025.
- Ensure safeguarding is embedded into all work and activities.
- To be an ambassador for London FA positively promoting the sport and those that work and volunteer within it.
- To support the delivery of other key areas of the business (as and when required).

**Location:** London FA office (minimum 1 day per week in the LFA office)

**Working Hours:** 35 hours per week (Monday-Friday), with some evening and weekend working.

**Contract Type:** Fixed Term – up to 30 June 2024

**Person Specification (experience and skills)**
**Essential skills and experience**

- 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
- Problem-solving and decision-making skills
- Ability to prioritise and structure work
- Attention to detail
- Ability to multi-task
- Effective communicator—verbal and written
- Ability to read, digest and assimilate information quickly and effectively
- Able to effectively monitor and evaluate tracking systems
- Commitment to on-going professional development

**Desirable skills and experience:**

- Knowledge of grassroots football
- Knowledge of the CFA Disciplinary Process
- Knowledge of the CFA Cup Competitions programme
- Knowledge of the CFA Club Affiliation Process
- Experience in Equality, Diversity and Inclusion projects

**Behaviours**

- 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)

**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 encounter 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 always 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, racial and belief groups.

Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities? Yes