

Job Title:	Football Services Administrator
Salary:	£18, 575 - £21k
Reports To:	Investigations Officer
1. Job Purpose and Responsibilities	
<ul style="list-style-type: none"> • To be responsible for responding to customer queries in the Discipline inbox, via the Freshdesk email management system Freshdesk • To be responsible for obtaining the availability of Discipline Panel Members for all London FA hearings • To appoint panel members for all non-personal hearings • To act as Secretary at disciplinary hearings • To administer cautions and standard (match day discipline) charges • To assist the Designated Safeguarding Officers with relevant safeguarding administration (as and when required) • To assist in carrying out club visits to ensure our clubs have the correct safeguarding measures in place • To administer County Cup results in Full-Time • To issue County Cup fines to clubs and match officials 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 be responsible for responding to customer queries in the Player Registration inbox, via the Freshdesk email management system • To assist with Club Affiliations and League Sanctioning • To support the delivery of other key areas of the business (as and when required). • To deliver exceptional customer services as part of the wider administrative team, including handling incoming telephone enquiries (on a rotational basis). 	
2. Location	
London FA Offices (SW6 3DU) Some flexible working arrangements available	

3. Working Hours	
37 hours per week, with some evening and weekend working	
4. Contract Type	
Permanent	
5. Personal Specification (experience and skills)	
<p>Essential skills and experience:</p> <ul style="list-style-type: none"> • Administration and IT skills • Customer service experience • 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 	<p>Desirable skills and experience:</p> <ul style="list-style-type: none"> • Knowledge of grassroots football • Knowledge of the CFA Disciplinary Process • A clean driving license
6. Behaviours	
<ul style="list-style-type: none"> • 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) 	
7. Further Information	
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? NO	