



## Job Description and Person Specification

<b>Job title</b>	Volunteers Officer
<b>Reports to</b>	London and Middlesex FA representatives

<b>Job purpose(s)</b>	
<ul style="list-style-type: none"> <li>To support delivery of The FA Grassroots Football Strategy, Volunteer Game Plan and the Middlesex &amp; London FA Strategies</li> <li>To support England Accredited Clubs &amp; Leagues, to sustainably recruit, retain and reward volunteers</li> <li>To improve the satisfaction and diversity of volunteers</li> <li>To grow the number and diversity of Referees &amp; Coaches across London and Middlesex</li> <li>To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.</li> <li>To support the adoption of FA technology systems across grassroots football.</li> <li>To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.</li> </ul>	
<b>Direct reports</b>	None

<b>Location</b>	Wembley Stadium and Rectory Park. Flexible working (home and office), with a minimum of one day per week required at Middlesex FA HQ, UB5 5FA and at Wembley Stadium. In addition to regular travel across the County
<b>Working hours</b>	35 hours per week
<b>Contract type</b>	18 months FTC
<b>Salary</b>	£26,000 pa

<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>Support targeted Clubs &amp; Leagues to             <ul style="list-style-type: none"> <li>Create a positive volunteer experience by helping clubs and leagues to understand the motivations and barriers of volunteers</li> <li>Review their volunteering culture and be representative of the local community</li> <li>Place Volunteers at the Heart of the club or league</li> <li>Have a particular focus on supporting the infrastructure for the Women &amp; Girls game</li> </ul> </li> <li>Volunteer Roles &amp; Responsibilities. Helping clubs and leagues to             <ul style="list-style-type: none"> <li>Establish their volunteering needs</li> <li>Identify what checks and / or references may be needed for the roles</li> <li>Develop a recruitment process for new volunteers</li> <li>Deliver workshops on creating sustainable volunteer recruitment and retention in clubs</li> </ul> </li> <li>Support Volunteer Retention in targeted clubs and leagues through             <ul style="list-style-type: none"> <li>The production of a development plan for volunteers</li> <li>Creation of recognition schemes to celebrate volunteers &amp; the impact they have</li> </ul> </li> <li>Support Volunteer Recruitment by Clubs and Leagues             <ul style="list-style-type: none"> <li>Through the provision of recruitment materials</li> <li>Engagement of education partners and other local organisations</li> <li>Creating and delivering workshops to promote sustainable volunteer recruitment</li> </ul> </li> </ul>



**FOR ALL**



- Development of case study content to
  - highlight the impact volunteering has had on the club/league & the volunteers themselves
  - illustrate the impact on satisfaction and diversity of volunteers
- Contribute to the creation of processes that monitor the impact of the role
- Recruit, retain and develop diverse coaches and referees through the London FA Racial Equality Action Plan with a particular focus on those from an Asian/Asian British background for London FA clubs and volunteers from a Black/Black British background amongst Middlesex FA clubs
- Identify sources of funding that will be of benefit to volunteers and provide advice and guidance to applicants.
- Analyse, and use data and insight, to design and develop local solutions that meet volunteer needs across all football pathways (women and girls, male and disability).
- Support the 100FC programme to recruit, retain and develop female coaches
- Work with the Equal Game Ambassadors and Community Champion network to support the growth of the female volunteer infrastructure
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within Football Development programmes.
- Risk assess all London and Middlesex FA events and activity for under-18s and where the County FA directly deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place.
- Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing.
- Listen to and consult with under-18s on their experiences of grassroots football as part of the Middlesex & London FA youth engagement strategies primarily through the Youth Council
- Utilise the feedback from under-18s and adults at risk to enhance the experience and fun and safety in grassroots football.
- 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).
- Develop and deliver an annual action plan to support high-quality volunteer opportunities across grassroots football.
- Identify sources of funding that will be of benefit to volunteers and provide advice and guidance to applicants.
- Analyse, and use data and insight, to design and develop local solutions that meet volunteer needs across all football pathways (women and girls, male and disability).
- Execute tasks as required to meet the London & Middlesex FA's changing priorities

Person specification	
Qualifications	
<b>Essential</b> <ul style="list-style-type: none"> <li>• Educated to A Level or equivalent.</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Two years' volunteer retention/recruitment experience.</li> </ul>
Skills	
<b>Essential</b>	<b>Desirable</b>



**FOR ALL**



<ul style="list-style-type: none"> <li>• Ability to work strategically with partner organisations across different sectors to plan and deliver volunteer recruitment recognition and retention.</li> <li>• Project management skills and experience – to plan, set and achieve objectives to deadlines.</li> <li>• Excellent IT skills, including the use of Microsoft Office applications.</li> <li>• Ability to work independently and as part of a team.</li> <li>• Excellent time management and prioritisation skills.</li> <li>• Excellent problem-solving and decision-making skills.</li> <li>• Outstanding communication and presentation skills.</li> <li>• Exceptional customer service.</li> <li>• Report-writing skills.</li> <li>• Ability to use data to monitor and evaluate programmes.</li> <li>• Influencing skills to champion change.</li> </ul>	<ul style="list-style-type: none"> <li>• Practised at developing networks and relationships with a variety of stakeholders to support the delivery of strategic priorities.</li> <li>• Capability to create multiple reports, budgets and plans.</li> </ul>
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**Knowledge and experience**

**Essential**

- Volunteer retention, recruitment and recognition plans
- Knowledge and understanding of working with volunteers.
- Practical experience of sports/football development.
- Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding
- Knowledge of the structure and partner organisations within football, nationally and within the County FA locality.

**Desirable**

- Knowledge of The FA's Grassroots Football and Middlesex & London FA Strategies
- Knowledge of The FA coaching qualification framework.
- Experience of project management.
- Experience of utilising mapping programmes to support strategic and logistical planning.

**Enhanced DBS Check required?**

Yes

**Clean, full driving licence?**

No

**The job holder will be expected to understand and work in accordance with the values and behaviours described below**

Value	Behaviours
Leadership	<ul style="list-style-type: none"> <li>• Vision</li> <li>• Empowerment</li> <li>• Partnership</li> <li>• Achievement</li> </ul>
Professionalism	<ul style="list-style-type: none"> <li>• Mindset</li> <li>• Respect</li> <li>• Development</li> <li>• Wellness</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Respect</li> </ul>



**FOR ALL**



	<ul style="list-style-type: none"><li>• Teamwork</li><li>• Communication</li><li>• Inclusion</li></ul>
Integrity	<ul style="list-style-type: none"><li>• Accountability</li><li>• Trust</li><li>• Transparency</li><li>• Decision making</li></ul>
Performance	<ul style="list-style-type: none"><li>• Focus</li><li>• Initiative</li><li>• Insight</li><li>• Decisions</li></ul>

<b>Job description authorised by:</b>	Neil Twitchett & Neal Hickey
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