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Job Title:	Football Business Administrator	Reports To:	Football Development Manager and Football Services Manager	Grade:	Up to £14,397
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Role Purpose:

- To support the Football Development Team, coach education function and Football Services Team in the effective delivery of The FA National Game Strategy across Lincolnshire.
- To administer the website and social media platforms, ensuring that these are up to date at all times.

Direct Reports: None.

Key Accountabilities:

Administration role and responsibilities

- To contribute to an effective business culture across the CFA by providing full administrative support to the;
 - Coaching Education Programmes (Football Coaching and Medical)
 - Promoting all aspects of “the game” including, youth, female, male and disability football
 - Charter Standard Awards
 - SSE Wildcats
 - FA/Mars Just Play Centres
- Use the Whole Game system and other IT packages to support the effective delivery of the football services function
- To provide direct administrative support to the CEO, Board, Football Services Manager and Football Development Manager
- Liaise with colleagues to provide an efficient, transparent and consistent level of service to customers
- Work alongside all functional units of the business (Football Services, Football Development and Refereeing) to provide an efficient, transparent and consistent level of service to customers
- Ensure customer enquiries are handled promptly and professionally in line with the CFA values, policies and procedures
- Collate information and reports on the delivery of the Key Performance Indicators (KPIs)
- Provide progress reports, both quantitative and qualitative to the CEO, Board, The FA and other partners when directed.

Data systems role and responsibilities

- Ensure the databases (Customer Relationship Management (CRM) and Learning Management System (LMS)) are maintained across the following categories:
 - Courses – Coaching and Medical
 - Individuals – Tutors, Coaches and Referees
 - Safeguarding – compliance of all club coaches and volunteers, staff, Board and Council members.
- Identify, collect and clean historic data
- Administer the website and social media platforms to ensure that content is up to date at all times.

General role and responsibilities

- Undertake additional tasks as required in order to meet CFA’s changing priorities
- Ensure compliance with CFA’s health and safety policies
- Ensure that the CFA effectively implements and maintains the FA’s Safeguarding Operating Standard within football.



CFA Values and Behaviours

Behaviours:
<ul style="list-style-type: none"> • Progressive - We embrace new thinking in the pursuit of continuous improvement and are looking for someone who can demonstrate innovation, creativity, future thinking, problem solving skills and embraces challenge • Respectful - We set the standards for respectful behaviour across the game and are looking for someone who can maintaining standards, be a role model, respecting others' opinions and values • Inclusive - We champion and ensure that football is and will remain a game for everyone and are looking for someone who can champion, support, engage, include, lead and collaborate • Determined - We are tenacious and accountable to each other in serving the whole game and doing the right thing and are looking for someone who has drive, stamina, tenacity, is focused and resilient • Excellent - The very best outcome can only be achieved by sustained excellence in performance and we are looking for someone who strives for success, both personally and through the team, excels and exceeds expectations.

Essential Skills:	Further information:
<ul style="list-style-type: none"> • Experience in an administration role • Significant experience of using Microsoft Office including Word, Excel, PowerPoint and Outlook • Proficient in data management and interpretation • Proficient in the use of online systems. • An inquisitive attitude to data anomalies • Possess a dynamic, progressive attitude towards innovative practice and process. • Experience of providing customer excellence • A working understanding and application of inclusion, equality, safeguarding and health and safety best practice. <p>Behaviours – our Competency Model</p> <ul style="list-style-type: none"> • Problem Solving • Teamwork and communication • Delivery and customer excellence • Developing self and others • Integrity • Conflict management • Leadership 	<p>As this role involves direct access to young people under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check (DBS) to ensure their suitability for the role.</p> <p>Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes, Privacy Statement and Equal Opportunities monitoring form to return at their interview in a sealed envelope.</p>
Enhanced CRC Check Required:	YES
Full Driving Licence:	YES