



Role Profile

Job Title:	HFA Office Manager
Reports To:	CEO
Job Purpose	
<ul style="list-style-type: none">• Provide high quality administrative delivery within the grassroots game in Herefordshire• Provide high quality administrative delivery within the Herefordshire FA annual education programme• Support the delivery of the County FA Plan• Review, develop and own Herefordshire FA policies and procedures• Contribute to the improvement and development of administration processes to ensure delivery of a high quality service to our customers• Contribute to the achievement and retention of the Safeguarding Operating Standards	
Principal Accountabilities/Responsibilities	
<u>Registrations</u>	
<ul style="list-style-type: none">• To lead the process for the sanction, affiliation and registration of Leagues, Competitions and Clubs	
<u>Workforce education programme administrative duties</u>	
<ul style="list-style-type: none">• Administer the workforce courses inclusive of candidate confirmation, creating and signing off registers and follow up feedback information• Assist customer queries with regards to our Workforce education programme inclusive of telephone enquiries and emails• Work with the Development and Admin team to ensure clear concise working, clear customer messages and quality delivered• Assist in invoicing and receipting payments as well as chasing outstanding payments	
<u>General</u>	
<ul style="list-style-type: none">• Deal with telephone and reception and general incoming enquiries• Demonstrate flexibility to undertake any other duties as prescribed by the Management Team• To support, manage and upskill the admin team, providing Continuous Professional Development• To act at all times in the best interests of children and young people under the age of 18 and in accordance with The FA's Safeguarding Children Policy• Planning and managements of annual events• Management of ticketing allocation for member clubs and committees• Administration of Herefordshire FA election process• To adhere to the Safeguarding Code of Conduct• To undertake Safeguarding training and Continuous Professional Development as considered appropriate by the County FA	

Knowledge/Experience/Technical Skills/Behaviours

a) Knowledge/Experience/Technical Skills

Essential:-

- Experience in an administration/management role
- Ability to work effectively as part of a team and as an individual
- Ability to work with partner organisations to support the delivery of programmes
- IT skills with specific experience of using Microsoft Office and Customer Relationship Management (CRM) software
- Ability to undertake data entry duties efficiently and accurately
- Knowledge and understanding of equality and diversity
- Ability to deliver excellent customer service

Desirable:-

- Knowledge/experience of grassroots football
- Secretarial/administration qualification

b) Behaviours

- Problem Solving
- Teamwork
- Communicating
- Delivery
- Customer Excellence
- Developing Self and Others

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?
YES /NO