



## Role Profile

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| <b>Job Title:</b>   | <b>Courses Administrator</b>                      |  |            |
| <b>Salary:</b>  | £18,565- £21,000                                  |  |            |
| <b>Reports To:</b>  | <b>Report to the Coach Education Co-ordinator</b> | <b>Jobs Reporting into the Job Holder:</b> | <b>N/A</b> |
| <b>1. Job Purpose</b>   |   |  |            |
| <ul style="list-style-type: none"> <li>▪ To deliver effective administrative support to the Coach Education Co-ordinator</li> <li>▪ To provide front-line support with responding to course enquiries by phone and email</li> </ul>   |   |  |            |
| <b>2. Principal Accountabilities/Responsibilities</b>   |   |  |            |
| <b>Key Responsibilities:</b>  |   |  |            |
| <ul style="list-style-type: none"> <li>▪ Provide administration assistance in creating courses, registering participants and marking course attendance</li> <li>▪ To support the strategic planning of courses and workshops throughout the year</li> <li>▪ To provide regular updates and reports to our Education partner (Newham College)</li> <li>▪ Provide administrative support to the Coach Education Co-ordinator for bursaries, budgets and financial reporting</li> <li>▪ To provide front-line support with responding to course enquiries by phone and email</li> <li>▪ To provide administration assistance on course administration of coaching courses, referee course, safeguarding children workshop, welfare officer workshop, medical courses and courses from the specialist pathway</li> <li>▪ To provide face to face on-course support for Level 1 courses</li> </ul> |   |  |            |
| <b>General</b>  |   |  |            |
| <ul style="list-style-type: none"> <li>▪ To provide assistance on producing reports on bursaries and attendees data for Sport England, The FA and the County Coach Developer (CCD).</li> <li>▪ To administer workshops to support London FA's volunteers, clubs and leagues</li> <li>▪ To use Xero accounting software where required for processing payments</li> <li>▪ Provide administrative assistance around data protection and other policies and procedures</li> <li>▪ Commitment to on-going professional development</li> <li>▪ Ensure safeguarding is embedded into all work and activities</li> </ul>   |   |  |            |



| 3. Knowledge/Experience/Technical Skills/Behaviours   |  |
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| a) Knowledge/Experience/Technical Skills  |  |
| <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Experienced in working in a high pressure environment and delivering results within agreed timeframes</li> <li>▪ Experience of working with challenging customers and resolving their enquiries.</li> <li>▪ Ability to prioritise and structure work</li> <li>▪ Attention to detail</li> <li>▪ Effective communicator – both verbal and written, internally and externally</li> <li>▪ Ability to read, digest and assimilate information quickly and effectively</li> <li>▪ Ability to gather and collate information</li> <li>▪ Ability to review processes and consider improvements</li> <li>▪ Experience of report writing</li> <li>▪ Ability to use emails and Microsoft Office including Word, PowerPoint and Excel</li> </ul>   |  |
| b) Behaviours – as defined in County Football Association Competency Model c) Values  |  |
| <ul style="list-style-type: none"> <li>▪ Teamwork</li> <li>▪ Communication</li> <li>▪ Customer Excellence</li> <li>▪ Integrity</li> <li>▪ Conflict Management</li> <li>▪ Problem solving</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Teamwork</li> <li>▪ Inspire</li> <li>▪ Excellence</li> <li>▪ Integrity</li> </ul> |
| <p><b>Further Information</b></p> <p>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 come into contact with have the same protection regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity.</p> <p>It is our expectation that all our staff will at all times 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.</p> <p>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</p> |  |

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.