

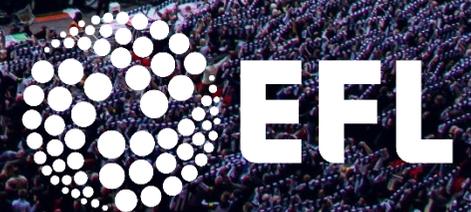
BUSINESS OPERATIONS ASSISTANT

Candidate Brief

DEPARTMENT:
Business Operations

REPORTING TO:
Executive PA to Chair and
Chief Executive

LOCATION:
Preston



INTRODUCTION TO THE EFL AND EFLitC

“The EFL is about two things – great football competitions and supporting communities 365 days a year”.

Trevor Birch

EFL Chief Executive Officer.

The English Football League (EFL) is the highest attended football league, and largest single body of professional clubs in Europe.

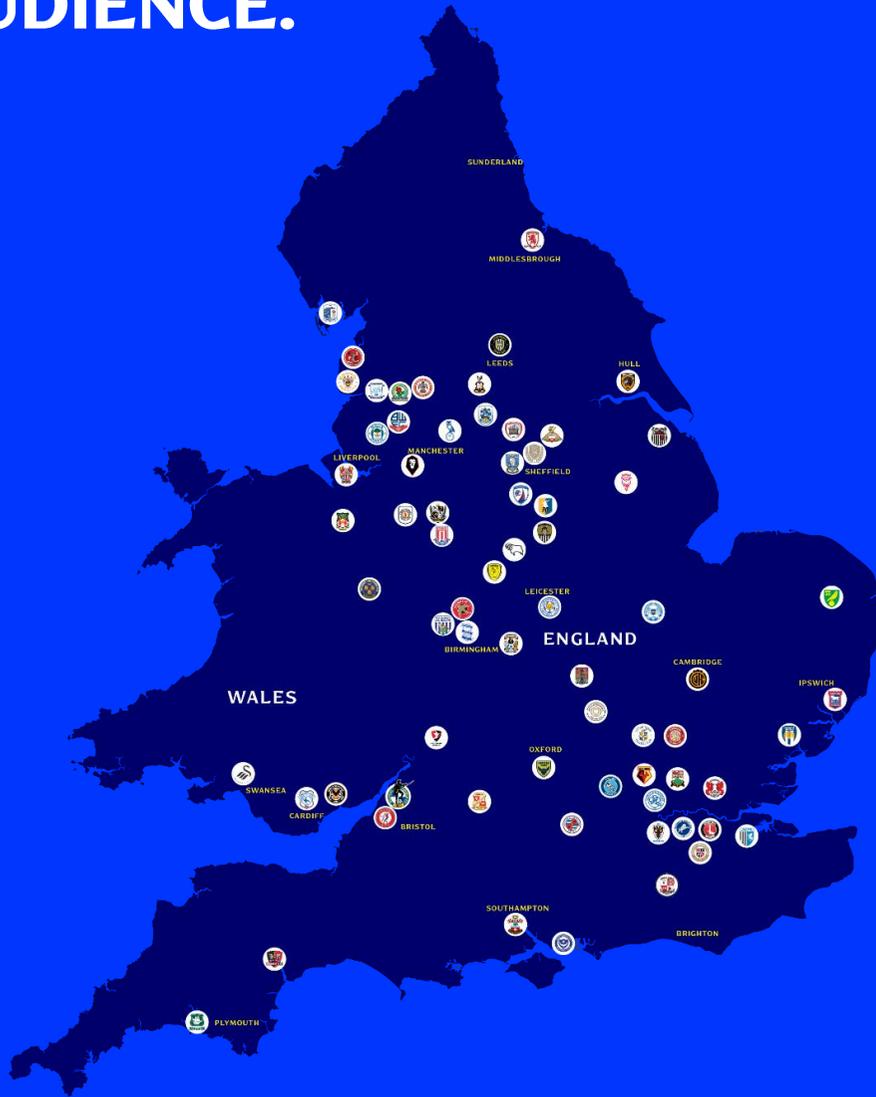
It is responsible for administering and regulating the Sky Bet EFL, Sky Bet Play-Offs, Carabao Cup and Vertu Trophy competitions, plus youth and reserve team football.

A vital part of sporting life, both in the UK and across the globe, the EFL operates some of the world’s most competitive, popular and successful football competitions, acting as part of the fabric of life for millions of fans and families.

EFL Clubs are truly embedded in the hearts of their 72 local communities, spanning the breadth and depth of England and Wales. Away from the match-day, Clubs and Club Community Organisations interact seven days a week, 365 days a year, making a positive contribution to the communities in which they serve.

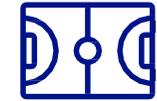


LOCAL ACTIVATION ON A NATIONAL SCALE, WITH A GLOBAL AUDIENCE.



72

EFL Clubs cover a catchment area of 49.1 million people, 82% of the population of England and Wales



1,891

Matches per season including five showpiece finals at Wembley Stadium



1 IN 4

Admissions to a UK sporting event are for an EFL organised match



54%

Of the UK population will watch EFL football on TV each year



Connected by the EFL's **DIGITAL ECOSYSTEM** of 72 Clubs plus central EFL channels



Broadcast to a global audience of over **440 MILLION** across **193 COUNTRIES**

OUR PARTNERS

BROADCAST PARTNER



TITLE SPONSORS



OFFICIAL PARTNERS



OFFICIAL SUPPLIERS & LICENSEES



OFFICIAL BROADCAST PARTNERS

UNITED KINGDOM



INTERNATIONAL





EFL GROWTH & THE BUSINESS OPERATIONS TEAM

The Business Operations team is focussed on providing support, services and equipment to enable EFL and EFLitC employees, the Board and the wider business to function efficiently and effectively for the benefit of our member Clubs.

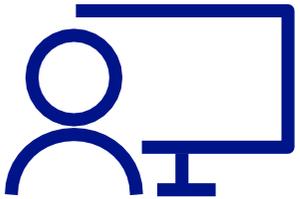
In recent seasons, the EFL has significantly developed and diversified its commercial operation.

Successful implementation of a new commercial strategy has delivered record revenues across the Broadcast, Digital, Partnerships and Licensing verticals.

This includes a groundbreaking domestic broadcast agreement with Sky Sports, a new Americas focused broadcast and marketing partnership with Relevent Sports, and the implementation of the EFL's 'Clubs and Communities' partnership model.

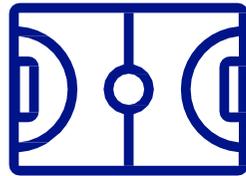
Our current commercial cycle represents an exciting opportunity for continued activation and growth.

EFL GROWTH TRAJECTORY



AUDIENCE

Highest volume live broadcast output of any UK sport (1,059 live matches per season)



ATTENDANCE

Highest attended sports league in Europe



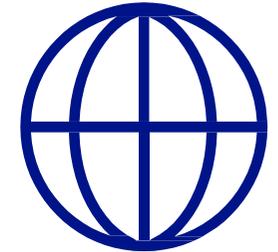
COMMUNITY

Unrivalled nationwide integration across 72 Clubs & communities (online and offline)



PURPOSE

Best in-class EDI provision ('EFL Together' strategy)



GLOBAL

Record international broadcast output plus regional marketing partnerships (including USA)

There is an opportunity for a high-performing individual to join the team and play a key role in the EFL's continued growth...

JOB PURPOSE

The Business Operations Administrator will assist the Business Operations Department providing high quality administrative support to the EFL and EFL in the Community.

This includes exposure to and organisation of senior members of the organisation as well as project and event leads to ensure smooth operations across each area.



KEY RESPONSIBILITIES

The successful candidate will be expected to deliver effective administrative support alongside the following key responsibilities:

ADMINISTRATIVE SUPPORT

- Delivering comprehensive administrative support through the Business Operations Team to the EFL in the Community, including Business Head of Community Programmes and Operations and members of the senior management team
- Programme and Event administration and support – working with project and event leads to ensure deadlines are met, Co-ordinating programme documentation and reporting
- Filtering of general information, queries, telephone calls and providing assistance to colleagues, clubs and charities when required
- Maintain up to date knowledge on data protection, health and safety and risk within the Community team
- Working with the EFL in the Community audit, governance and legal teams to support in contract administration

STAKEHOLDER ENGAGEMENT

- Stakeholder engagement, data collection, analysis and reporting, and meeting coordination
- Act as SharePoint and Portal lead for the Community Team, overseeing updating, management and communication of changes
- Provide support for the charity's Official Soccer Schools website
- Work collaboratively with the Insight & Impact team to develop and implement data collection requirements.

PERSON SPECIFICATION

The successful candidate will be able to demonstrate the following knowledge, skills and attributes that apply to the role:

KNOWLEDGE & UNDERSTANDING

- Ability to create and maintain clear, concise documentation
- Exposure to handling data and reporting maintaining confidentiality when dealing with any personal or sensitive information
- Ability to work well independently and as part of a team

TECHNICAL SKILLS

- Strong organisational skills and attention to detail, with the ability to manage multiple tasks and deadlines effectively
- Strong understanding of Microsoft Office Suite - Word, Excel, PowerPoint, Outlook and SharePoint
- Excellent written and verbal communication skills, with strong attention to detail and able to interact professionally with team members, the wider business, Football Club Charities and stakeholders

GENERAL SKILLS & ATTRIBUTES

- Proactive and eager to learn new skills and take on additional responsibilities, able to adapt quickly to new processes, software and tools
- Composed and focused, leading to success in challenging situations
- Strong work ethic and dependable, with a commitment to maintaining high standards
- Lead by example by contributing to promoting the principles of the EFL:
 1. **Everybody Working Together** - We are one team supporting each other and collaborating on our shared goals
 2. **Fairness & Equality** - Being consistent and inclusive for everyone - showing respect
 3. **Listening & Learning** - Communicating with trust and honesty - growing as individuals and enabling others to do so too.



OUR TEAM AT THE EFL

Alongside the key specifications as written down, we recruit for energy, values and commitment – to the EFL, EFLFitC our Clubs, Football Club charities, Partners, and to your career.

Our recruitment process will be rigorous and demanding (but hopefully enjoyable!) and so will our roles. In return, we offer honesty, integrity, and a unique opportunity to work with some of the biggest sporting competitions, sponsorship properties and commercial partnerships in the market.

Our employees are crucial to our success and Equality, Diversity and Inclusion are fundamental elements of building our team. Each of us come from different backgrounds and have an array of qualifications, skills and experiences.

If you have any particular requirements in respect of the recruitment or interview process please mention this in your application.

SAFEGUARDING

The EFL is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions and cautions. Amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

INCLUSION

The EFL is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer.

Applicants fulfilling the criteria will be considered in a meritocratic way and without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.





EFL TOGETHER

PRINCIPLES

In 2022 employees across the business came together to create the EFL Principles, developed by employees for employees.

- **Everybody working together**
- We are one team supporting each other and collaborating on our shared goals.
- **Fairness and equality**
- Being consistent and inclusive for everyone and showing and treating everybody with respect.
- **Listening and learning**
- Communicating with trust and honesty, growing as individuals and enabling others to do so too.

EMPLOYEE AWARDS

We want to celebrate all the successes that we can, so we have a number of ways that we do this:

- **We celebrate loyalty** – we try and make employees feel special when they reach certain milestones.
- **We celebrate success** – through employee awards at our two-yearly social events.
- **We celebrate achievements** – like passing an exam or completing a course.
- **We celebrate how employees work together** through a colleague nominated awards programme, everyday thanks and special recognition from our Executive Leadership Team.



EMPLOYEE BENEFITS

PENSION SCHEME - all eligible employees are enrolled in the **10% non-contributory** pension scheme with Aviva. You can also make your own contributions through a salary sacrifice arrangement if you wish but these will not be matched by the company

PRIVATE MEDICAL INSURANCE -

Everyday Health Plan (EHP):

- All employees are automatically enrolled into the EHP (currently provided by Westfield)
- The plan allows you to claim certain amounts per year on various benefits e.g., dental, optical, therapies etc.

SEASON TRAVEL TICKET LOAN – an **interest free loan** for employees to cover the cost of travelling to and from the workplace via tram, rail, bus or others

MATCHDAY TICKETS – complimentary tickets may be requested for any league club games based on a number of criteria being met

FINALS – your chance to attend our Wembley finals to watch or to help

SOCIAL EVENTS – the EFL hosts a summer and winter celebration party for all employees along with other local events during the year

ELECTRIC CAR SCHEME – the EFL has engaged with Octopus to offer the opportunity to lease an electric vehicle through a salary sacrifice arrangement

LIFE ASSURANCE & INCOME PROTECTION INSURANCE – both paid for by the EFL to give you peace of mind



RECRUITMENT PROCESS

STAGE 1 Submitting your application

To apply for the role, please apply via the following link: [82 Vacancies - EFL \(English Football League\)](#)

A short-list of candidates will then be selected for interview.

STAGE 2 First-stage interview

You may be invited to an online discussion for both parties to find out more about each other and to test your suitability for the role, allowing you to showcase your knowledge and skills.

STAGE 3 Second-stage interview

You may be invited to a face-to-face interview to discuss your application further.

You may be asked to conduct a task or create a presentation.

STAGE 4 Job offer

Congratulations on reaching this stage!

We look forward to welcoming you to the team.



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EFL

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EFL

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TROPHY
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Carabao ENERGY DRINK
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