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| **Job Title:** | Football Services Officer (FSO) | | | | |
| **Reports To:** | Football Services Manager (FSM) | | **Jobs Reporting into the Job Holder:** | | None |
| 1. **Job Purpose** | | | | | |
| * To support the delivery of The FA National Game Strategy * To manage the Regulatory sections of the County FA | | | | | |
| 1. **Job Specific Accountabilities/Responsibilities** | | | | | |
| * Implement the registration, sanction, affiliation and registration processes of Players, Leagues, Competitions, Associations, Clubs offering support to stakeholders in line with the Association’s vision and values. * Implement the Disciplinary administration process for on-field and off-filed offences in line with the FA Disciplinary Regulations and company policies procedures and process. * Implement the investigation process into alleged breaches of FA Rules and Regulations, including those falling under The FA’s Anti-Discrimination procedures. Ensure appropriate charges are raised for breaches. * Implement the appeals and Board of Inquiry process ensuring all cases are dealt with correctly and in accordance with West Riding FA and FA Rules and Regulations. * Implement the process of Personal and Non-Personal Hearings in line with FA Regulations. | | | | | |
| 1. **General Responsibilities** | | | | | |
| * Contribute to the West Riding FA’s delivery of an effective Safeguarding Plan, including the Safeguarding Operating Standard and CFA effectively implement and maintain the FA’s Safeguarding Operating Standard within Football. * Support the production of strategies, operational and project plans. * Prioritise, monitor and evaluate all interventions based on economic, social and footballing outcomes. * Use existing national and local insight to design, develop, deliver and evaluate programmes, services and products to meet the needs of customers. * Embed research, insight and effective measurement into planning, decision making and delivery. * Identify, develop and maintain key strategic partnerships to ensure delivery of CFA Business Plan and FA National Strategy. * Provide qualitative and quantitative progress reports on agreed metrics to the management team, Board (and any associated Committees), The FA and other partners. * Contribute to the content, development and communication of high-quality resources, products and services to underpin the successful delivery of the CFA Business Plan and FA National Strategy. * Drive a passion for an excellent customer journey at all times. * Work alongside other functional units of the business (Referees Development, Safeguarding, Football Development, and Business Services) to provide an efficient, transparent and consistent level of service to customers ensuring compliance with all policies, procedures and standards. * Be an advocate of the West Riding FA Brand by compliance with policies, procedures and brand standards. * Ensure compliance with CFA’s Health and Safety policies. * Executes additional tasks as required in order to meet CFA’s changing priorities. * Manage the roll out and development of FA systems across the County; ensuring members and participants fully utilise the functionality. | | | | | |
| 1. **Knowledge/experience/technical skills/behaviours** | | | | | |
| **Essential**   * A high level of emotional intelligence * A curious attitude * Working experience using Microsoft office and the ability to adapt to using technology whilst championing innovation * A working knowledge of the grassroots football infrastructure and the FA National Game Strategy * A working understanding and application of inclusion, equality and anti-discrimination, safeguarding and best practice * An ability to engage, using Influence and negotiation, with paid and volunteer workforce * Possess a dynamic, progressive attitude towards innovative practices and processes * Experience in ensuring compliance with processes and minimum standards frameworks * Possess excellent problem identification and solution activation skills * Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes * Project management skills and experience – to plan, set and achieve objectives within strict deadlines * Experience of monitoring and evaluation of programmes * Ability to work independently and as part of a team * Proven ability to work under pressure and meet multiple deadlines * Ability to work flexibly and sometimes unsociable hours * A working knowledge’s and application of GDPR * Driving licence and own car | | | | **Desirable**   * Experience working in a charitable, not for profit and/or membership driven organisation * Recognised qualification in Business Administration or equivalent other relevant qualification * Excellent communication skills using traditional, modern and emerging media * An understanding of the challenges associated with running grassroots football activity * Budget / resource management * Experience of implementing policies, protocols and guidance * Working knowledge of FA systems such as; Whole Game System and CRM * An understanding of FA Disciplinary and Membership Rules and Regulations | |
| **b) Behaviours – as defined in County Football Association Competency Model** | | **c) WRCFA Vision and Values** | | | |
| **Progressive -** We embrace new thinking in the pursuit of continuous improvement ,Innovation, Creative, Future thinking, Ground-breaking, Problem Solving, Challenge  **Respectful -** We set the standards for respectful behaviour across the game. Maintaining Standards, Role modelling, Respecting others’ opinions and values  **Inclusive -** We champion and ensure that football is and will remain a game for everyone. Championing, Supporting, Including, Leading, Collaborative  **Determined -** We are tenacious and accountable to each other in serving the whole game and doing the right thing.  Driven, Stamina, Tenacious, Focused, Resilient  **Excellent -** The very best outcome can only be achieved by sustained excellence in performance. Be the best you can be, Striving for success, Excelling, Exceeding expectations | | **Vision:** To create enjoyable experiences and help form lasting memories through football  **Values:**  1.**Simple:** We keep our communication easy to understand and our processes uncomplicated  2.**Transparent:** We make our decisions and actions open , honest and consistent  3.Accessible: We are there for when our customers need us  4.**Inclusive:** We ensure that everybody can enjoy the game regardless of individual difference  5.**Relevant:** We understand the views needs and expectations of everyone involved in the game  6.**Care:** We are passionate about delivering an exceptional football experience | | | |
| **Further Information**  *This role involves regulated activity with children or young people under the age of 18, within the context of the job or any subsequently related activities or responsibilities and requires an enhanced DBS checks and relevant Safeguarding Training.* | | | | | |

*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.*