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| **Job Title:** | **Football Services Officer** | | | | |
| **Reports To:** | **Football Services Manager** | | **Jobs Reporting into the Job Holder:** | | **None** |
| 1. **Job Purpose** | | | | | |
| * To support the delivery of The FA National Game Strategy and business plan. * To undertake the disciplinary, regulatory and operational administrative functions of the business. | | | | | |
| 1. **Principal Accountabilities/Responsibilities** | | | | | |
| **OPERATIONS**   * Deputise for the Football Services Manager when necessary. * Provide administrative support to the Football Services Department. * To contribute to an effective business culture across the Company. * Deliver membership services, products and procedures to meet the needs of customers. * Work alongside other functional units of the business (Referees Development, Safeguarding, and Football Development) to provide an efficient, transparent and consistent level of service to customers. * Ensure customer enquiries are handled promptly and professionally in line with the Company values, policies and procedures. * Be an advocate of the brand, by compliance with policies, procedures and brand standards. * Foster a culture of execution and passion for customer excellence.   **DATA SYSTEMS**   * Ensure the Customer Relationship Management System is maintained across the following categories: * Membership -Clubs, Leagues, Teams, Players, District Associations * Individuals - Coaches, Players, Referees, Spectators, Team Officials) * Disciplinary - Cases – Cautions, Standard Charges, Misconducts (cases, sanctions, suspensions, Investigations, Commissions) * Identify, collect and clean historical data. * Manipulate, analyse and interpret membership data using CRM data systems and online platforms.   **MEMBERSHIP**   * Implement the sanction, affiliation and registration process of Leagues, Competitions, Clubs and Players offering support to stakeholders in line with the Association’s vision and values and agreed processes.   **DISCIPLINE**   * Deliver the FA Disciplinary and associated Regulatory Processes ensuring compliance with CFA polices guidance and procedures. * Conduct investigations 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. * Support the process of Personal and Non-Personal Hearings ensuring compliance with CFA polices, guidance and procedures. * Proactively support club and league secretaries to fully understand the FA Discipline process and online Football Management Systems (namely Whole Game System and Full Time). * Work closely with the County Welfare Officer and Referee Development Department as required.   **GENERAL**   * Acts in accordance with legislation, statutory guidance and Affiliated Football’s Policy and Procedures and any associated guidance. * Safeguarding is taken into consideration in all decision making and that safeguarding principles underpin all areas of activity with Under 18’s and vulnerable adults. | | | | | |
| 1. **Person Specification** | | | | | |
| **Knowledge/Experience/Technical Skills/Behaviours** | | | | | |
| **Essential:-**   * Experience in an administration role. * 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 processes. * Working experience using Microsoft Office and a passion for modern technology. * An ability to engage with both the paid and volunteer workforce. * A working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice * Influence and negotiation skills. | | | | **Desirable:-**   * Knowledge of the grassroots football infrastructure. * Knowledge of FA Rules and Regulations. * Experience of influencing volunteers. * Understanding of Safeguarding in Sport. * Driving Licence. * Experience in investigatory techniques * Line Management/ Supervisory Experience | |
| **b) Behaviours** | | | | | |
| * Problem Solving * Teamwork * Communicating * Delivery * Customer Excellence * Developing Self and Others * Leadership | | | | | |
| **c) WRCFA Vision and Values** | | | | | |
| **Vision:** To create enjoyable and 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 | | | | | |
| **Completed by Name/Role** | | Hannah Simpson | | | |
| **Signature** | |  | | | |
| **Date** | | 7 March 2018 | | | |