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| **Job Title:**  | **Football Services Officer**  |
| **Reports To:**  | **Football Services Manager**  | **Jobs Reporting into the Job Holder:** | **None**  |
| 1. **Job Purpose**
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| * 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.
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| 1. **Principal Accountabilities/Responsibilities**
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| **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.
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| 1. **Person Specification**
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| **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
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| **b) Behaviours**  |
| * Problem Solving
* Teamwork
* Communicating
* Delivery
* Customer Excellence
* Developing Self and Others
* Leadership
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| **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
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| **Completed by Name/Role** | Hannah Simpson  |
| **Signature** |  |
| **Date** | 7 March 2018 |