



**ENGLAND
FOOTBALL**

JOB DESCRIPTION AND PERSON SPECIFICATION

FOOTBALL SERVICES OFFICER (COMPLIANCE & DISCIPLINE)

Connecting People. Changing Lives.

ROLE PROFILE

Job Title	Football Services Officer (Compliance & Discipline)
Reports to	Head of Governance
Salary	£20,250 - £24,750
Role Purpose	<ul style="list-style-type: none">• To support the administration of all aspects relating to safeguarding compliance and discipline.• To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.• To support delivery of The FA National Game Strategy and the Berks & Bucks FA Business Strategy.• To assist in the efficient running of the Football Services department.• To support the adoption of FA technology systems across grassroots football.• To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.
Direct Reports	None
Location	This role will be based from the Berks & Bucks FA offices in Abingdon, however, the organisation currently operates a HYBRID working model for all staff.
Working Hours	This is a full-time role at 35 hours per week and will include a combination of weekday and occasional evening work in line with the demands of the role. Flexible working arrangements are offered for any commitments outside normal working hours.
Contract Type	Fixed Term Contract, expiring June 2024

RESPONSIBILITIES

COMPLIANCE & SAFEGUARDING

- Use FA IT systems to monitor safeguarding compliance across the grassroots volunteer network, promptly identifying non-compliant individuals and supporting Clubs to resolve non-compliance in accordance with the Berks & Bucks FA operating policies.
- Provide the Designated Safeguarding Officer and Senior Leadership Team with regular reports on volunteer compliance.

DISCIPLINE ADMINISTRATION

- Maintain and update records relating to on-field discipline within relevant timescales.
- Coordinate meetings as required.
- Ensure all disciplinary cases are handled fairly, transparently and in compliance with FA regulations.
- Collaborate with the Designated Safeguarding Officer on all matters involving under-18s and adults at risk within the disciplinary process.

CUSTOMER SUPPORT

- Support customers with using The FA's online platforms.
- Support the annual registration of Clubs, Teams, Leagues, Players and Referees
- Collaborate with the Designated Safeguarding Officer to ensure all safeguarding requirements are met by clubs, leagues, coaches and referees.

GENERAL

- Contribute to ensuring that safeguarding and equality are embedded throughout the Berks & Bucks FA and grassroots football.
- Execute tasks as required to meet the Berks & Bucks FA changing priorities.

PERSON SPECIFICATION

QUALIFICATIONS

ESSENTIAL

- Educated to GCSE Level or equivalent.

DESIRABLE

- Safeguarding qualification and/or relevant experience in a child protection, safeguarding, or welfare role.

SKILLS, KNOWLEDGE & EXPERIENCE

ESSENTIAL

- Excellent IT skills, including the use of Microsoft Office applications.
- Exceptional customer service.
- Ability to work independently and as part of a team.
- Excellent time management and prioritisation skills.
- Excellent problem-solving and decision-making skills.
- Outstanding communication and presentation skills.

DESIRABLE

- Experience using FA online platforms, Smartsheet, Freshdesk or PowerBI.
- Capability to create multiple reports, budgets and plans.
- Project management skills and experience – to plan, set and achieve objectives to deadlines. Ability to use data to monitor and evaluate programmes.
- Knowledge and understanding of working with volunteers.
- Knowledge and understanding of FA rules and regulations.
- Knowledge of the structure and partner organisations within football, nationally and within the County FA locality.
- Knowledge and understanding of The FA' National Game Strategy and how the County FA Business Plans support its delivery.
- Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.

ENHANCED DBS CHECK REQUIRED?	No
CLEAN, FULL DRIVING LICENCE?	Yes

The job holder will be expected to understand and work in accordance with the values and behaviours described below

BBFA VALUE	BEHAVIOURS
PROGRESSIVE	<p>Embraces new thinking in pursuit of continuous improvement:</p> <ul style="list-style-type: none"> • Identifies the need for, and actions change in direction, practice, policy or procedure. • Questions the way things are done and takes informed risks. • Continuously seeks to improve efficiency and performance.
RESPECTFUL	<p>Sets the standards for respectful behaviour across the game:</p> <ul style="list-style-type: none"> • Maintains people's self-esteem when interacting with them. • Avoids pre-judgement when listening to suggestions from others. • Seizes the opportunity to apply FA standards at all times.
INCLUSIVE	<p>Champions and ensures that football is, and will remain, a game for everyone:</p> <ul style="list-style-type: none"> • Openly collaborates with colleagues and partners in the game • Provides equal opportunity to people of different backgrounds, experience and perspective • Seeks out and embraces new ways of thinking and working.
INSPIRED	<p>The very best outcome achieved by sustained excellence in performance:</p> <ul style="list-style-type: none"> • Seeks to achieve the highest levels of performance at all times. • Can be persistent to achieve a standard that others consider impossible. • Challenges others to go further and achieve more.
TRUSTED	<p>Tenacious and accountable. Serving the whole game and doing the right thing:</p> <ul style="list-style-type: none"> • Works relentlessly to overcome roadblocks or obstacles to achieve the goal. • Remains focused on seeing agreed goals through to completion taking pride in their work. • Maintains motivation for their team and themselves.



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JOB DESCRIPTION REVIEWED AND MODIFIED BY:	Alastair Kay, Head of Governance
DATE JOB DESCRIPTION REVIEWED AND MODIFIED:	20 September 2022
JOB DESCRIPTION AUTHORISED BY:	Liz Verrall, Chief Executive Officer

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.