



Job Description and Person Specification

Job title	Investigations Officer
Reports to	Head of Governance

Job purpose(s)	
<ul style="list-style-type: none">To support delivery of The FA National Game Strategy and the Berks & Bucks FA Business Strategy.To administer and govern grassroots football through the application of The FA's disciplinary regulations and guidelines.To assist in the efficient running of the Football Services department.To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.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 out of the Berks & Bucks FA offices in Abingdon, however there will be opportunities for remote working as appropriate.
Working hours	This is a full-time role at 35 hours per week and will include a combination of weekday and 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 May 2023

Responsibilities	
Disciplinary Investigations	
<ul style="list-style-type: none">Investigate incidents of misconduct in grassroots football, ensuring charges are issued within the relevant timescales and providing guidance and advice to clubs and disciplinary commission members as appropriate.Ensure all disciplinary cases are handled fairly, transparently and in compliance with FA regulations.Deal with all reports of discrimination and ensure all panel members maintain their training requirements to remain qualified.Ensure the Berks & Bucks Football Association meets the targets and timings of all cases for the National Serious Case Panel.Support club and league secretaries with the discipline process and providing updates where necessary.Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk in the disciplinary process.Ensure all under-18s involved in disciplinary cases are provided with age-appropriate support.Collect and act on feedback from those involved in the disciplinary process, including any specific issues highlighted by under-18s and adults at risk.Regularly meet with the Designated Safeguarding Officer and Referee Development Officer in all matters where it is apparent that there has been abusive behaviour involving under-18 players and/or where the referee is under-18 or identifies as an adult at risk.Provide regular updates on disciplinary matters to the Football Services Manager.	



Disciplinary Hearings

- Arrange personal and non-personal hearings and act as the secretary to commissions.
- Ensure that the Berks & Bucks Football Association is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'.
- Lead the recruitment and training requirements of local disciplinary panels.

Club & League Governance

- Support Clubs and Leagues with internal discipline administration and procedures
- Support with appeals and complaints in conjunction with the Football Services Manager where necessary.
- Support the annual affiliation and registration of Clubs, Leagues, Players and Referees
- Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees.

General

- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Learning, FA Events, Whole Game System, Matchday app and Full-Time).
- Collaborate with the Designated Safeguarding Officer on all matters involving under-18s and adults at risk within the disciplinary process.
- 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 A Level (or equivalent relevant experience).

Desirable

Skills

Essential

- 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 to deadlines.
- Excellent IT skills, including the use of Microsoft Office applications.
- 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.
- Exceptional customer service.
- Ability to use data to monitor and evaluate programmes.
- Influencing skills to champion change.

Desirable

- Practised at developing networks and relationships with a variety of stakeholders in order to support the delivery of strategic priorities.
- Capability to create multiple reports, budgets and plans.



Knowledge and experience	
<p>Essential</p> <ul style="list-style-type: none"> • Experience working with confidential and sensitive information • Experience conducting qualitative research or investigations • Knowledge and understanding of FA rules and regulations. • Knowledge of how the County FA operates in partnership with The FA. • Knowledge of grassroots football structures and the National League System. • Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding. • Knowledge of the structure and partner organisations within football, nationally and within the County FA locality. 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience gained working in a regulatory or law environment. • Experience in the conduct and management of investigations, including case file preparation. • Knowledge and understanding of The FA's National Game Strategy and how the County FA Business Plans support its delivery. • Knowledge and understanding of working with volunteers.
Enhanced DBS Check required?	Yes
Clean, full driving licence?	Yes

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
PROGRESSIVE	<p>Embraces new thinking in pursuit of continuous improvement</p> <ul style="list-style-type: none"> • Continuously seeks to improve efficiency and performance • Questions the way things are done and takes informed risks • Identifies the need for, and actions change in direction, practice, policy or procedure
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 • Seeks out and embraces new ways of thinking and working • Provides equal opportunity to people of different backgrounds, experience and perspective
TRUSTED	<p>Tenacious and accountable. Serves the whole game by doing the right thing</p> <ul style="list-style-type: none"> • Works relentlessly to overcome roadblocks or obstacles to achieve the goal • Maintains motivation for their team and themselves • Remains focused on seeing agreed goals through to completion taking pride in their work



INSPIRATIONAL	Ensures the very best outcome is achieved by sustained excellence in performance: <ul style="list-style-type: none">• Seeks to achieve the highest levels of performance at all times.• Persistent to achieve a standard that others consider impossible.• Challenges others to go further and achieve more.
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Job description reviewed and modified by:	Alastair Kay, Head of Governance
Date job description reviewed and modified:	20 October 2021
Job description authorised by:	Liz Verrall, Chief Executive Officer

Signed by job holder (on appointment):	
Date signed:	

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