



**ENGLAND
FOOTBALL**

Job Description and Person Specification

Job title	Football Operations Officer
Reports to	Business Operations Manager

Job purpose(s)	
<ul style="list-style-type: none">• To support delivery of The FA Grassroots Football Strategy and the Cambridgeshire FA Business Strategy.• To administrate on aspects relating to football governance, including discipline and regulation, commercial and office operations.• To assist in the efficient running of the operations 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	N/A

Location	Cambridgeshire FA HQ, Bridge Road, Impington, CB24 9PH/Hybrid working.
Working hours	Part- time (25 hours per week). Generally Monday to Friday but including some evenings and weekends.
Contract type	Permanent

Responsibilities	
<ul style="list-style-type: none">• Support the Business Operations Manager and wider team to deliver the operational, discipline, commercial and marketing aspects of the business.• Ensure all disciplinary cases are handled fairly, transparently and in compliance with FA regulations.• Communicate governance and regulation services that meet the needs of customers.• Raise appropriate misconduct charges for breaches of FA rules and regulations within relevant timescales.• Arrange personal and non-personal hearings and act as the secretary to commissions when required.• Ensure that the Cambridgeshire FA is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'.• Ensure the Cambridgeshire FA meet the targets and timings of all cases for the National Serious Case Panel.• Support the local disciplinary panel and any training requirements.• Deal with all reports of discrimination and ensure all panel members maintain their training requirements to remain qualified.• 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.• 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.
- Support with appeals and complaints in conjunction with the Business Operations Manager where necessary.
- Support the affiliation of clubs and ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- 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.
- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time).
- Contribute to ensuring that safeguarding and equality are embedded throughout the Cambridgeshire FA and grassroots football.
- Execute tasks as required to meet the Cambridgeshire FA changing priorities.

Person specification

Qualifications

Essential

- A degree level qualification or equivalent 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.
- Budget management skills.
- Report-writing skills.
- Ability to use data to monitor and evaluate programmes.

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.



<ul style="list-style-type: none"> Influencing skills to champion change. 	
Knowledge and experience	
Essential <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Desirable 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 Grassroots Football Strategy and how the County FA Business Plans support its delivery. Knowledge and understanding of working with volunteers.
Enhanced DBS Check required?	Yes
Ability to travel throughout the County and externally when required.	Yes

The role holder will be expected to understand and work in accordance with the values and behaviours described below.	
CFA Value	Behaviours
Passion	Positive attitude, inspiring others, exuding excitement, body language.
Service	Communication, transparency, added value, owning up to mistakes, respect, listening, responsiveness.
Excellence	Attention to detail, high quality product/service, consistency, commitment, work ethic.
Collaboration	Fostering cohesion, encouraging innovation, setting expectations/goals, effective meetings, sharing ideas.
Professional	Consideration and respect for others, loyalty, honouring of commitments, punctuality, communication, avoidance of gossip.
Friendly	Manners, respect, active listening, body language, making connections.

Job description reviewed and modified by:	Joanne Bull, Chief Executive
Date job description reviewed and modified:	08/09/2022
Job description authorised by:	Phil Hill, Chair



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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.