



Derbyshire County FA Football Operations Officer



Job Title:	Football Operations Officer – Discipline		
Reports To:	Football Operations Manager	Direct Reports:	None

1. Job Purpose

- To provide a high-quality administrative support to the County FA
- To investigate all County FA discipline cases
- To lead and manage the Disciplinary Process
- To comply with FA rules, regulations, policies, procedures and guidance that are in place.
- To assist in the efficient running of the Football Operations department.
- To be effective and efficient by way of completing duties and responsibilities indicative of the traditional areas of the game.
- Ensure that the CFA effectively implement and maintain the FA's Safeguarding Operating Standard within Football.
- To ensure Participants are educated in relation to matters affecting the integrity of the game at CFA level.

2. Principal Accountabilities/Responsibilities

Discipline/Appeals

- To manage the disciplinary process to ensure all cases are handled fairly, transparently and in compliance with FA regulations
- To manage and 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 in line with FA Processes and Procedures
- Ensure all appeals are heard promptly and the results communicated proactively to partners including leagues, clubs, players and referees
- To manage the process of Personal and Non-Personal Hearings, acting as Secretary to Commissions with other volunteers
- Ensure all those attending personal hearings are aware of the format of the session, they understand their role and are as prepared as possible
- Ensure customer enquiries are handled promptly and in a professional manner
- To work closely with The FA discipline department; attending training opportunities and ensuring all regulation changes are adhered to
- To proactively support club and league secretaries with the discipline process; provide training for club secretaries and regular updates for league secretaries
- To arrange training for the DCFA Staff, Panel Members, Secretaries and Chairs, ensuring all are suitably trained and provided with documentation and guidance to assist.
- Liaise with the Football Operations Officers ensuring all disciplinary monies are collected in a timely, effective manner
- Ensure all under-18s involved in disciplinary cases are provided with age-appropriate support in conjunction with the Safeguarding and Equality Manager.
- 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 Safeguarding & Equality Manager 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.

- To provide regular updates on disciplinary matters to the Football Operations Manager.
- Identify clubs which are having the most challenging disciplinary issues and work with colleagues and league officers to address concerns
- Ensure all clubs and leagues are aware of The FA debt recovery process and that they follow the correct procedures in order to recover finances
- Manage the process of considering appeals to the Association from Clubs and Leagues, ensuring all appeals are dealt with correctly and in accordance with CFA Rules and Regulations.
- Set up Appeals, managing voluntary Appeal Secretaries and acting as Secretary where necessary.

Safeguarding:

- To work in accordance with The FA Safeguarding Operating Standard and abide by the Safeguarding Code of Conduct.
- Regularly meet and collaborate with the Safeguarding and Equality Manager in all matters involving under-18s or adults at risk in the disciplinary process;
- Ensure the CFA is adhering to The FA Player and Club Guide to Personal Hearings.

County Support

- To liaise with other members of the organisation, other County FA's, & The FA effectively.
- 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).
- Support the affiliation of clubs and ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- Listen to and consult with under-18s on their experiences of grassroots football as part of the CFA youth engagement strategy.
- To assist the Football Operations Manager on the delivery of the National Game Strategy at a local level
- To carry out any other duties prescribed by the Chief Executive Officer when necessary
- To support in the delivery of DCFA initiatives.
- Execute tasks as required to meet the CFA changing priorities.

3. Knowledge/Experience/Technical Skills/Behaviours

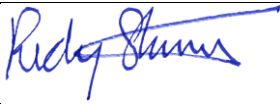
a) Knowledge/Experience/Technical Skills

Essential: -

- Experience in an administration role
- Experience in the conduct and management of investigations, including case file preparation, interviews and obtaining statements.
- Knowledge of FA Regulations and Sanctions
- Knowledge of the FA Whole Game and Full-Time System.
- Knowledge of league and club structures.
- Project management skills and experience – to plan, set and achieve objectives to deadlines.
- Significant experience of using Microsoft Office including Word, Excel and Outlook
- Ability to work as part of a team and also to demonstrate the use of

Desirable: -

- Experience gained working in a regulatory or law environment.
- Knowledge of CRM systems (Microsoft Dynamics).
- Ability to identify and progress new opportunities.
- Ability to work with minimum supervision and set priorities.
- Capability to create multiple reports, budgets and plans.
- Knowledge and understanding of working with volunteers.

<p>individual initiative</p> <ul style="list-style-type: none"> ▪ 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. ▪ Excellent customer service skills ▪ A working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice ▪ A team player, able to work with and support a variety of internal business functions. 	
b) Behaviours – as defined in the County Football Association Competency Model	
<ul style="list-style-type: none"> ▪ Problem Solving ▪ Collaborative Teamwork ▪ Communication ▪ Customer Excellence and Quality ▪ Creating Solutions 	
Completed by Name/Role	R Stevenson / CEO
Signature	
Date	18 August 2020