**Role Profile**

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| **Job Title:** | Football Investigations Officer | **Reports To:** | Governance Manager | **Grade:** | **N/A** |

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| **Role Purpose:** | |
| To support the Football Governance team by leading on the Investigations process, and therefore supporting the delivery of the FA National Game Strategy. | |
| **Direct Reports:** | *N/A* |

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| **Key Accountabilities:** |
| * Effectively lead and manage the investigations process for all misconduct reports and complaints reported to the County. * Ensure that County comply with FA regulations, rules and procedures, including those for Safeguarding, Inclusion, and Anti-Discrimination. * Always apply rules and regulations in a fair, confident, consistent and transparent way, demonstrating organisation values at all times. * Support the production of strategies, operational plans, and monitor and evaluate all areas of investigations against department KPIs, and report progress to the Governance Manager, CEO, Board, Council, The FA, and other partners, both verbally and in the form of a written report. * Have accurate and real time oversight of the progress of all cases, including the number of days that have lapsed from the initial report(s) of misconduct. * Maintain accurate and up to date records of all individual cases including reports, witness statements, and other related correspondence. * Ensure that investigations meetings are scheduled once or twice weekly depending on case load, and ensure that minutes are taken, and actions identified and followed up. * Review the investigations manual on an annual basis and suggest changes as required to improve the investigations process. * Identify, develop and maintain key partnerships and relationships, both internal and external to ensure the smooth running of the investigations process. * Liaise regularly with the FA regarding discriminatory cases and possible aggravated charges. * Work closely with the Safeguarding team regarding investigations in youth football, as described within the FA’s Safeguarding Operating Standard. * Support the individuals, clubs, leagues, and referees involved in the investigations, ensuring excellent communication and regular updates throughout the process. * Have a good overall understanding of the requirements for organisations as detailed within the Data Protection Act 2018 and comply with these during investigations. * Act as Discipline Commission Secretary. * Assisting with the other areas of work in the Governance department where needed and executing additional tasks as required in order to meet the County’s changing priorities. * Utilise, support and promote FA IT systems to County FA customers. |

**CFA Values and Behaviours**

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| **Values:** |
| * **Understanding** - We are supportive, empathetic and knowledgeable using insight and data to drive decision making * **New Innovations -** We are proactive and creative to improve existing formats of football and explore new ways of delivering the game * **Integrity**  - We are fair, honest, reliable and accountable and commit to doing ” what we said we would do”, ensuring equality and diversity to develop football for all and making sure all those who wish to be involved are supported and encouraged * **Teamwork** - We work collaboratively and inclusively with each other across all areas of the business, and with our partners across the game, to optimise all our opportunities. * **Excellence** *–* We aim to deliver high quality football services, seeking feedback and constantly reviewing our work, to develop our services based on the needs of our community and individual customers |
| **Behaviours:** |
| * Problem Solving * Teamwork * Communicating * Delivery * Customer Excellence * Developing Self and Others * Integrity * Conflict Management * Leadership |

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| **Essential Skills:** | **Desirable Skills:** |
| * Knowledge and experience of FA Rules and Regulations * Knowledge and experience of the grassroots football infrastructure * Experience of investigating claims and complaints * An ability to provide excellent customer service to all customers * Experience of working with partner organisations and stakeholders * Demonstrates a working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice. * Working experience using Microsoft Office and the ability to adapt to use modern technology and champion new IT programmes | * Experience of working with volunteers * Experience using CRM System * Knowledge and understanding of legal processes (for cases where there is Police involvement or legal representation) |

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| **Further Information:** | |
| Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities?  NO  Where the answer to the above question is YES the following wording will be included in any advertisement  “As this role involves direct access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role. Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope” | |
| **Enhanced CRC Check Required:** | *No* |
| **Clean Full Driving Licence Required:** | *Useful but not essential* |

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| **Created by:** | *Brendan Walshe (CEO)* |
| **Date Role Profile Created:** | *August 2019* |
| **Signed by Role Holder:** |  |