**Job Description & Person Specification**

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| **Job title** | Football Services Officer (Discipline and Investigations) |
| **Reports to** | Football Services Manager |

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| **Job purpose(s)** | |
| * To support delivery of The FA Grassroots Football Strategy and the Essex County FA Business Strategy. * To lead on all aspects relating to discipline and investigations. * 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 |

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| **Location** | Springfield Lyons Approach, Springfield, Chelmsford Essex CM2 5LB |
| **Working hours** | Monday to Friday 9am – 5pm with evening or weekend working required. |
| **Contract type** | Permanent |

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| **Responsibilities** |
| * Ensure all disciplinary and investigation cases are handled fairly, transparently and in compliance with FA regulations. * Communicate governance and regulation services that meet the needs of customers. * Raise appropriate discipline and misconduct charges for breaches of FA rules and regulations within relevant timescales as required * Arrange personal and non-personal hearings and act as the secretary to commissions when required. * Ensure that the Essex County FA is operating at a minimum to The FA’s ‘Player and Club Guide to Personal Hearings’. * Ensure the Essex County 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 investigate within the designated timescale * 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 Football Services 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 Essex County FA and grassroots football. * Execute tasks as required to meet the Essex County FA changing priorities. |

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| **Person specification** | |
| **Qualifications** | |
| **Essential**   * Educated to A Level or equivalent. | **Desirable**  Educated to Degree Level or equivalent |
| **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. * 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** | |
| **Essential**   * Knowledge and understanding of FA rules and regulations. * Knowledge and understanding of FA technology systems * 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. | **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 |
| **Clean, full driving licence?** | YES |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below** | |
| **ECFA Value** | **Behaviours** |
| 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 and Inclusion | * We are fair, honest, and accountable 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 |

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| **Job description reviewed and modified by:** | Brendan Walshe |
| **Date job description reviewed and modified:** | 20.04.23 |
| **Job description authorisedby:** | Brendan Walshe (Chief Executive Officer) |

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