**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.
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| **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.
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| **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.
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| **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
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| New Innovations  | * We are proactive and creative to improve existing formats of football and explore new ways of delivering the game
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| 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
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| 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.
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| 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:** |  |