



## Role Profile

<b>Job Title:</b>	Football Services Officer (Discipline)	<b>Reports To:</b>	Football Services Manager	<b>Grade:</b>	£18000
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<b>Role Purpose:</b>	
To support the delivery of all aspects of the Lincolnshire FA's discipline processes within the County in line with The FA Rules and Regulations and sanctioning guidelines.	
<b>Direct Reports:</b>	n/a

<b>Key Accountabilities:</b>	
<b>Regulations &amp; Sanctions</b>	
<ul style="list-style-type: none"> <li>To coordinate and administer the requirements of the Regulatory, Sanctioning and Disciplinary processes within Grassroots Football, in accordance with The FA Rules and Regulations.</li> <li>To assist with the investigation of all on and off-field disciplinary and misconduct reports and issue sanctions.</li> <li>To co-ordinate and be responsible for arranging and administering correspondence and personal hearings as well as FA appeals including acting as Secretary at hearings whether that be by Correspondence, Personal or Appeal.</li> <li>To provide up to date advice and support to leagues and clubs on all aspects of discipline and be the first point of contact for customers regarding discipline queries.</li> <li>To support in ensuring that all club/league tournaments/festivals and competitions are sanctioned in accordance with FA Regulations.</li> <li>To coordinate and fully administrate any appeals made by a club in relation to a decision made by a league.</li> <li>To support the affiliation and registration process for clubs and of competitions offering support to stakeholders.</li> <li>To work in partnership with the County DSO in relation to Disciplinary cases where safeguarding concerns are raised.</li> <li>To give high quality Customer Service and guidance to the clubs, leagues and commission members regarding rules and regulations and sanction.</li> </ul>	
<b>Technology, Innovation and Modernisation Management</b>	
<ul style="list-style-type: none"> <li>To oversee and coordinate the effective use of The FAs Whole Game System.</li> <li>To oversee any future implementation's and additions to The FA IT products (Player Registration, Matchday, WGS, CRM etc)</li> <li>To support the administration of leagues and competitions run by the Association through the use of FA IT systems.</li> </ul>	
<b>Finance</b>	
<ul style="list-style-type: none"> <li>To administer the taking of payments from clubs / organisations, including football debt recovery scheme, discipline sanctions, affiliations and county cup entries.</li> </ul>	
<b>Competitions Management</b>	
<ul style="list-style-type: none"> <li>To support the effective and efficient administrative structure for all County Cup Competitions.</li> <li>To support the delivery of county cup fixtures and events and competition finals.</li> </ul>	
<b>Customer Excellence</b>	
<ul style="list-style-type: none"> <li>To ensure that all complaints are dealt with effectively in line with the Lincolnshire FA complaints procedures.</li> <li>To give high quality Customer Service and guidance to the clubs, leagues and commission members regarding rules and regulations and sanction.</li> </ul>	
<b>General</b>	
<ul style="list-style-type: none"> <li>To collaborate with all members of all Departments within the Association to support successful delivery of FA NGS targets within Lincolnshire FA.</li> <li>To produce accurate and relevant management information to improve performance and inform decision making of the Association.</li> <li>Carry out any other duties prescribed by the County CEO in order to meet Lincolnshire CFA's changing priorities.</li> <li>To work in accordance with The FA Safeguarding Operating Standards and abide by the Safeguarding Code of Conduct and to ensure that the Lincolnshire CFA effectively implement and maintain the FA's Safeguarding Operating Standard within Football.</li> </ul>	

<b>CFA Values and Behaviours</b>	
<ul style="list-style-type: none"> <li>• <b>Progressive</b> - We embrace new thinking in the pursuit of continuous improvement Innovation, Creative, Future thinking, Ground-breaking, Problem Solving, Challenge</li> <li>• <b>Respectful</b> - We set the standards for respectful behaviour across the game Maintaining Standards, Role modelling, Respecting others' opinions and values</li> <li>• <b>Inclusive</b> - We champion and ensure that football is and will remain a game for everyone Championing, Supporting, Including, Leading, Collaborative</li> <li>• <b>Determined</b> - We are tenacious and accountable to each other in serving the whole game and doing the right thing Driven, Stamina, Tenacious, Focused, Resilient</li> <li>• <b>Excellent</b> - The very best outcome can only be achieved by sustained excellence in performance and we are looking for someone who strives for success, excelling, exceeding expectations</li> </ul>	
<b>Essential Skills:</b>	<b>Desirable Skills:</b>
<b>Knowledge &amp; Experience</b> <ul style="list-style-type: none"> <li>• Experience in an administration team.</li> <li>• Ability to deal with and manage conflict.</li> <li>• Excellent organisational and time management skills with the ability to work under pressure and meet deadlines.</li> <li>• Excellent communication and presentation skills</li> <li>• Innovative problem solving and decision making skills.</li> <li>• Clear and accurate written and verbal communication skills, with a customer centric and focus mentality.</li> <li>• A team player, able to work with and support a variety of internal business functions.</li> <li>• Ability to work independently and as part of a team.</li> <li>• Show commitment towards personal development and training</li> <li>• Full UK Driving Licence.</li> </ul>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Knowledge of FA Whole Game system and FA Full time system</li> <li>• Knowledge of FA Regulations and Sanctions</li> <li>• Knowledge of County and FA Competition Structure.</li> <li>• Knowledge of Football Association Rules and Regulations.</li> <li>• Knowledge and experience of working with Lincolnshire FA Member Clubs and Leagues.</li> <li>• Knowledge of league and club structures.</li> <li>• Ability to work with minimum supervision and set priorities.</li> <li>• Experience of safeguarding in sport</li> <li>• Willing to work unsociable hours, including evenings and weekends (as required)</li> </ul>
<b>Enhanced CRC Check Required:</b>	YES
<b>Clean Full Driving Licence:</b>	YES