



Job Description and Person Specification

Job title	Football Welfare Manager
Reports to	CEO
Salary	£32k
Location	Hybrid, with a minimum of one day per week at Wembley Stadium

Job purpose(s)	
<ul style="list-style-type: none">To support the delivery of The FA National Game Strategy and London Football Association Strategy 2020-2025 and annual operational plan.To operationally manage and lead London FA's safeguarding and welfare work, in line with legislation, FA safeguarding policy, procedures, regulations, standards and guidance.To operationally manage and lead safeguarding and child protection concerns in a timely manner and in line with FA requirements and guidance.To operationally lead the implementation and maintenance of The FA's Safeguarding Operating Standard for County FAs and driving safer practice across grassroots football in London.To line manage London FA's Assistant Designated Safeguarding Officer, supporting them to deliver their work programme and managing their performance in line with London FA's staff management processes and proceduresTo 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	Assistant Designated Safeguarding Officer

Location	Hybrid working arrangements (minimum of one day per week at the London FA office – Wembley Stadium)
Working hours	35 hours per week, Monday to Friday. Occasional evening and weekend work will be required as part of the role.
Contract type	Permanent

Responsibilities	
<ul style="list-style-type: none">Operationally lead the implementation and delivery of safeguarding within the London FA, being accountable for relevant areas of The FA's Safeguarding 365 Standard for County FAs.To line manage London FA's Assistant Designated Safeguarding Officer, supporting them to deliver their work programme and managing their performance in line with London FA's staff management processes and proceduresSupport the Assistant Designated Safeguarding Officer to track and ensure ongoing compliance with The FA's Safeguarding 365 Standard for County FAs measures, policies, and procedures.To play an effective role as part of the London FA management team, taking a dynamic and strategic approach to safeguarding delivery within the London FA, raising awareness and providing organisational support and guidance to colleagues.Provide the senior management team with regular reports on safeguarding activity within the London FA.Refer to The FA Safeguarding Case Management Team (FA SCMT) child abuse and adults at risk concerns, acting in line with the relevant FA safeguarding policy, regulations, and guidance.	

- Ensure all safeguarding concerns are recorded on The FA Electronic Safeguarding Assessment (ELSA) system and ensure all data is securely retained in accordance with FA regulations, policies, and data protection legislation.
- Deal with all low-level concerns and complaints with a focus on timeliness and outcomes, logging these on London FA 's Record-My system, in line with FA policy, regulations, and guidance.
- Use FA IT systems to monitor safeguarding compliance across the grassroots' volunteer network to manage risk and assist in strategic planning.
- Utilise insight and data to inform all compliance activity and take appropriate activity to address non-compliance.
- Ensure the London FA is compliant with safeguarding legislation e.g., Data Protection/GDPR 2018, Children's Act, Protection of Freedoms Act (Criminal Record Checks), the Government's 'Working Together guidance 2018' and any other legislation or statutory guidance that may be introduced.
- Identify, develop, and maintain strong relationships with key local safeguarding stakeholders.
- Strategically manage effective Club Welfare Officer networks - liaising with the Local Authority Designated Officers, Local Safeguarding Partnerships, Local Safeguarding Adult Boards, Children's and Adults' Social Care Services, Police Child Protection Teams and support club welfare officers (youth, adults and disability teams) to be compliant with safeguarding legislation, FA safeguarding policy, best-practice guidance and education programmes.
- Manage a diverse workload being able to prioritise work according to risk and timeframes, providing regular updates to the Senior Safeguarding Lead on progress against the work programme and Performance Development Review.
- Maintain strong links with key FA staff and attend national FA safeguarding events and CPD courses to ensure knowledge and skills are maintained and updated
- Work with colleagues to address poor behaviour and raise standards in grassroots football, promoting fun and safe football environments and creating a culture that lives and celebrates safer working practice across the London FA's activity and grassroots football.
- Co-ordinate safeguarding visits, spot checks/audits on clubs throughout the season to ensure they are compliant with the records they have submitted to the London FA and to check on the culture and safeguarding practice.
- Co-ordinate and deliver CPD events for Club and League Welfare Officers.
- Promote FA safeguarding and welfare officer courses to clubs and volunteers.
- Support the Assistant Designated Safeguarding Officer to ensure that any individual helping with any event involving children and adults at risk is suitably DBS-checked, trained, and understand their responsibilities at the event.
- Work with colleagues to embed safeguarding and equality throughout the London FA and grassroots football.
- To work with the Football Services team to support the deliver of London FA's club and league accreditation work over the summer months
- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (England Football Learning, FA Events, Whole Game System, Matchday app and Full-Time).
- Execute tasks as required to meet the changing priorities.

Person specification

Qualifications

Essential

- Relevant experience in a child protection, safeguarding, welfare or similar role. There is

Desirable

- Safeguarding qualification and / or completion of recognised Designated

<p>an expectation that the individual will have experience from a wider safeguarding or welfare role or aligned profession – i.e., a role with some safeguarding responsibilities as a teacher, with the police, the probation service, or as a council officer/school/youth work/worker or as an individual overseeing the implementation of safeguarding or welfare policies and procedures at a strategic level.</p>	<p>Safeguarding Officer training at Level 2 & 3.</p>
<p>Skills</p>	
<p>Essential</p> <ul style="list-style-type: none"> • A child-centred approach and the ability to maintain this perspective and apply common sense. • Ability to manage complex processes and procedures, delegating tasks across teams and individuals to ensure good practice is maintained • Clarity about what constitutes poor practice and abuse and how to manage cases effectively. • Ability to deal constructively with people’s emotions (e.g., upset, distress, conflict, animosity). • Capacity to handle confidential data/information sensitively. • Ability to promote safer practice and the importance of safe and fun football environments. • Outstanding team-working skills. • Exceptional communication, interpersonal and influencing skills. • Effective prioritisation and time-management skills. • Competent in the use of IT, including Microsoft Office applications. 	<p>Desirable</p> <ul style="list-style-type: none"> • Effective presentation and facilitation skills. • Ability to de-escalate heated and challenging situations. • Experience of interviewing children and or adults in relation to allegations.
<p>Knowledge and experience</p>	
<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of current safeguarding and welfare legislation, policy and practice relating to children and adults at risk. • Working knowledge of and/or experience of working in a welfare / safeguarding role. 	<p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of The FA’s Grassroots Football Strategy. • Working knowledge of FA systems such as Whole Game System, Platform for Football, Electronic Safeguarding Assessment (ELSA) and Customer Relationship Management (CRM).

<ul style="list-style-type: none"> • Experience of writing reports and compiling case related evidence and information. • Demonstrate a working knowledge of inclusion, equality and anti– discrimination. • Working knowledge of the roles of statutory agencies in safeguarding children and adults at risk. • Experience of implementing policies, protocols and guidance. • Knowledge of the structure and partner organisations within football, nationally and within the County FA locality. 	<ul style="list-style-type: none"> • Knowledge and understanding of diverse faiths, communities, and cultures. • Understanding of the effects of various conditions that affect children such as, but not limited to, ADHD and Tourette’s syndrome. • Knowledge and understanding of working with volunteers.
Enhanced DBS Check required?	YES

The job holder will be expected to understand and work in accordance with London FA’s values and behaviours described below	
London FA value	Behaviours
LEADERSHIP	<p>I get the best out of other people and support and inspire them to maximise their potential:</p> <ul style="list-style-type: none"> • Vision • Empowerment • Partnership • Achievement
PROFFESONALISM	<p>We take personal responsibility for bringing our best selves to work:</p> <ul style="list-style-type: none"> • Mindset • Respect • Development • Wellness
COLLABORATION	<p>We work together to make great things happen for our organisation and our sport:</p> <ul style="list-style-type: none"> • Responsibility • Teamwork • Communication • Inclusion
INTEGRITY	<p>We apply the principles of honesty, trustworthiness and fairness to everything we do:</p> <ul style="list-style-type: none"> • Accountability • Trust • Transparency • Decision-making
PERFORMANCE	<p>We deliver high quality work to exacting standards and actively embrace new ways of working:</p> <ul style="list-style-type: none"> • Focus • Initiative • Insight • Innovation

Further information: as this role involves regulated activity with children or young people under the age of 18, within the context of the job or any subsequently related activities or responsibilities, the successful candidates will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role.

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.