

Job Title:	Head of Football Services		
Reports To:	Chief Executive Officer	Jobs Reporting into the Job Holder:	2 x Investigations Officers 1 x Safeguarding & Welfare Manager 1 x Cup Competitions Officer
1. Job Purpose			
<ul style="list-style-type: none"> To lead London FA's football services department, providing strategic direction as part of London FA's senior management team and developing a more customer focused, efficient department Create a long-term change vision for the football services department that is innovative and contributes directly to the organisation's strategy, The FA's Grassroots Football Strategy and the organisation's inclusion and diversity objectives To deliver collaboratively across the organisation on a set of joint goals, leading by example Senior lead and strategic responsibility for London FA's Cup Competitions programme To act as Deputy Senior Safeguarding Lead, and lead the London FA safeguarding team to deliver on the safeguarding operational plan To lead a review of all aspects relating to behaviour in grassroots football in London and then set out a strategy to improve behaviour across the game in the capital To lead on all aspects relating to football governance, discipline and regulation. To identify and monitor key measures to continuously improve the performance of the football services department Responsible for increasing income and reducing expenditure across the football services department, contributing to London FA's overall financial performance To lead and empower the football services team, to ensure their work matches both the business need, their personal ambitions and individual skill-sets 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. 			
2. Location			
Hybrid working arrangements (minimum of one day per week at London FA's office – Wembley Stadium. Currently a Wednesday)			
3. Working Hours			
37 hours per week, with some evening and weekend working			
4. Contract Type			
Permanent			
5. Remuneration			
£45 - £50k (Grade 2)			

6. Principal Accountabilities/Responsibilities

Senior Management Team

- As part of the senior management team, make an essential senior leadership contribution to delivering the aims and objectives of London FA's existing strategy and the development of the new 2024 – 2028 Strategy
- Create and implement a long-term change vision for the football services department that is innovative and contributes directly to the organisation's strategy and The FA's Grassroots Football Strategy
- To contribute to the organisation's inclusion and diversity objectives, embedding these principles across the football services department
- On an annual basis, lead the development and implementation of detailed operational plans for the football services department
- Manage and inspire the Football Services department in line with personal and performance reviews; setting targets, monitoring performance and identifying training requirements.
- Awareness of and abide by safer recruitment policy to ensure that staff and volunteers deployed by the business are suitable for their roles and uphold the values and behaviours of the business and that it is applied to new appointments.
- Contribute to ensuring that safeguarding and equality are embedded throughout the business and grassroots football.

Safeguarding

- Responsible for managing the Football Safeguarding & Welfare Team (comprising a Football Safeguarding & Welfare Manager and Officer)
- Lead the safeguarding team to develop and execute a clear operational plan for safeguarding, that ensures London FA continues to achieve the FA's Safeguarding Operating Standard
- Support the CEO (Senior Safeguarding Lead) to ensure that the business acts in accordance with legislation, statutory guidance and Affiliated Football's Policy and procedures and any associated guidance in respect of safeguarding
- Work alongside the CEO (Senior Safeguarding Lead) to guide the business to achieve and retain The FA Safeguarding Operating Standard for County FAs
- Provide oversight to the Football Safeguarding & Welfare Team, ensuring that safeguarding principles and practice is monitored, evaluated and acted upon and report back to the CEO (Senior Safeguarding Lead)
- Provide oversight to the Football Safeguarding & Welfare Team to ensure that poor practice is addressed and work on abuse cases is conducted in collaboration with The FA Safeguarding Case Team, using relevant systems and procedures, reporting back to the CEO / Strategic Safeguarding Lead
- To deputise for the CEO (Senior Safeguarding Lead), where appropriate

Discipline

- Responsible for managing the Football Discipline Team (comprising 2 Investigation Officers, 1 Football Services Officer and 1 Football Services Administrator)
- To lead a review of all aspects relating to behaviour in grassroots football in London and then set out a strategy to improve behaviour across the game in the capital
- To continuously review London FA's approach to administering discipline in London, working with the FA nationally, and proposing recommendations to the CEO and London FA Board for efficient delivery of this work in a way that increases customer service and satisfaction
- Establish and monitor key performance measures for the London FA's discipline team, to ensure the business meets FA and customer requirements, reporting back regularly to the London FA CEO and the FA

- Lead the investigations team to ensure that all cases, personal and non-personal hearings are handled fairly, transparently and in compliance with FA regulations
- Work with the London FA Judicial Committee to manage local disciplinary panels and training requirements
- Collaborate with the Football Safeguarding & Welfare Team 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

Affiliation, Sanctioning and Player Registration

- Set out and manage the London FA's club and league affiliation programme each season, ensuring safeguarding requirements are met and that the process is as seamless as possible for London FA's club and league volunteers
- Establish and monitor key performance measures for London FA affiliation, reporting back regularly to the London FA CEO
- Work with the London FA Rules & Sanctions Committee to ensure leagues fully comply with The FA Standard Code of Rules (adult and youth)
- Lead the London FA's player registration requirements, ensuring all London FA sanctioned leagues and clubs are adhering to this approach
- Collaborate with the Football Safeguarding & Welfare Team to ensure 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 Learning, FA Events, Whole Game System, Matchday app and Full-Time)

Cup Competitions

- To line manage the Cup Competitions Team (comprising a Cup Competitions Officer and Football Services Administrator)
- Strategic responsibility for cups and competitions, and delivery of the programme across London
- To work alongside the Cup Competitions Team and the London FA Cup Competitions Committee to continuously review London FA's Cup Competitions, providing the CEO and Cup Competitions Committee with recommendations for improvement
- Establish and monitor key performance measures for the London FA's cup competitions, reporting back regularly to the London FA CEO and Cup Competitions Committee

Finances

- Responsible for increasing income and reducing expenditure into the football services department, contributing to London FA's overall financial performance
- Responsible for managing the football services budget throughout the year
- On an annual basis, lead the development of a detailed budget for the football services department

7. Skills & Experience

Essential skills and experience:

- Proven leadership skills and team building
- Evidence of strategic thinking, key planning, and implementation of strategy
- Essential interpersonal skills together with the ability to build trust through delivery
- The ability to lead teams successfully through change
- Experience in managing multiple stakeholders with conflicting opinions

Desirable skills and experience:

- Qualification in sports governance, sports law and regulation or equivalent experience.
- Knowledge of FA Rules and Regulations
- Knowledge of the grassroots football infrastructure
- Knowledge and understanding of The FA's Grassroots Football Strategy and how the County FA Business Plans support its delivery
- Experience of working with voluntary decision-making structures (e.g. Committees,

- A track record of coaching, developing and managing the performance of staff
- Financial acumen and budget management
- Experience in redesigning service delivery for more efficient delivery of outcomes and an enhanced customer experience
- A champion with a strong understanding and appreciation of inclusion, equality and anti – discrimination, safeguarding and best practice
- The ability to analyse data to monitor, evaluate and improve programmes.
- Strong communication, interpersonal and influencing skills gained at all levels, including Board level.
- Excellent IT skills, including the use of Microsoft Office applications
- Experience of implementing customer service solutions
- Project management skills and experience – planning, setting and achieving objectives within deadlines

Trustees)

- Experience of working with partner organisations
- Understanding of HR best practice

8. Behaviours

- Leadership (vision, empowerment, partnership, achievement)
- Professionalism (mindset, respect, development, wellness)
- Collaboration (responsibility, teamwork, communication, inclusion)
- Integrity (accountability, trust, transparency, decision-making)
- Performance (focus, initiative, insight, decisions)