

Job Title:	Head of Football Services		
Reports To:	Chief Executive Officer	Jobs Reporting into the Job Holder:	2 x Investigations Officers 2 x Designated Safeguarding Officer 1 x Cup Competitions Officer

1. Job Purpose

- To lead London FA’s football services department, providing strategic direction as part of London FA’s senior management team
- 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 National Game Strategy and the organisation’s inclusion and diversity objectives
- To deliver collaboratively across the organisation on a set of joint goals, leading by example
- Responsible for increasing income and reducing expenditure across the football services department, contributing to London FA’s overall financial performance
- 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 football services and then deliver changes for a more customer focused, efficient department
- 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
- 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

London FA offices (flexible working arrangements available)

3. Working Hours

37 hours per week, with some evening and weekend working

4. Contract Type

Permanent

5. 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 the London FA 2020-25 Strategy
 - Create 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 National

Game Strategy

- To support the delivery of The FA National Game Strategy and the new London FA Strategy 2020 – 2025
- 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 of detailed operational plans for the football services department
- Manage the Football Services department in line with personal and performance reviews; setting targets, monitoring performance and identifying training requirements.
- Awareness of the 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.

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

Cup Competitions

- To line manage the Cup Competitions Officer
- Strategic responsibility for cups and competitions, and delivery of the programme across London
- To work alongside the Cup Competitions Officer and the London FA Cup Competitions Committee to conduct a full review of the London FA's Cup Competitions, providing the CEO and Cup Competitions Committee with recommendations for growing income and profit year on year
- 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

Safeguarding

- Responsible for line managing 2x Designated Safeguarding Officers
- Conduct a full review of London FA's safeguarding plans, providing the CEO and the FA with recommendations for the future delivery of this work in a more efficient and effective manner
- 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 Designated Safeguarding Officers, 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 Designated Safeguarding Officers 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

Affiliation, Sanctioning and Player Registration

- Conduct a full review of the London FA's approach to delivering affiliation, working with the FA nationally through their own affiliation review, and proposing recommendations to the CEO and London FA Board for efficient delivery of this work in a way that significantly increases customer service and satisfaction

- Set out and manage the London FA's club affiliation plan each season and ensure safeguarding requirements are met
- 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 have committed to this initiative
- Collaborate with the Designated Safeguarding Officer 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)

Discipline

- Responsible for line managing 2 x Investigations Officers
- Conduct a full review of the 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 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

6. Person Specification (experience and skills)

Essential skills and experience:

- Leadership experience
- Strategic thinking and planning skills
- Self-motivated with excellent leadership skills and ability to build trust-based relationships
- Excellent internal and external stakeholder relations and customer service skills.
- Ability to coach, develop and manage the performance of staff
- Experience growing income and reducing expenditure across one or more work areas
- Budget management skills and experience.
- Experience in redesigning service delivery for more efficient delivery of outcomes
- Experience in setting and monitoring clear performance measures for

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 National Game Strategy and how the County FA Business Plans support its delivery
- Experience of working with voluntary decision-making structures (e.g. Committees, Trustees)
- Experience of working with partner organisations
- Understanding of HR best practice

demonstrated impact

- A working understanding and application of inclusion, equality and anti – discrimination, safeguarding and best practice
- An ability to work with both the paid and volunteer workforce
- Excellent problem-solving and decision-making skills
- Ability to use data to monitor and evaluate programmes.
- Strong communication, interpersonal and influencing skills.
- Effective report-writing and presentation skills.
- Effective prioritisation and time management skills
- 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
- Ability to communicate and report to CEO and Board

7. 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)

Completed by Name/Role:

Signature:

Date: