

# FOOTBALL SERVICES OFFICER (COMPETITIONS & MEMBERSHIP) RECRUITMENT PACK



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If you need any additional information or have any questions about this role you can contact **PAUL ROOTS** on **SUPPORT@MANCHESTERFA.COM**



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# WHO ARE MANCHESTER FA?

We are the home of grassroots football in Greater Manchester and we are committed to providing football **FOR ALL**.

A passionate, inspiring and professional organisation, Manchester FA is the home of grassroots football across Greater Manchester.

We are the guardian of the national game in Greater Manchester. We are responsible for efficiently governing and developing the local game and strive to positively influence participation for all in football regardless of age, ability, sex, sexual orientation, race, religion and socio-economic status. Often described as grassroots football, participation in the non-professional game continues to thrive in our city which is steeped in football tradition and history across all levels of the game.

We are the governing body for association football and are based at the House of Sport at The Etihad Campus. We are responsible for the governance and development of football at all levels in the Greater Manchester area. We support and develop over 40,000 players within 3,500 teams that play in over 400 clubs within 28 sanctioned leagues. We also support thousands of volunteers, coaches and administrators and help develop and grow over 900 Match Officials as they develop a career within the game.

**"FOR A BETTER  
GRASSROOTS  
GAME IN GREATER  
MANCHESTER"**

# **ROLE DESCRIPTION**

## **FOOTBALL SERVICES OFFICER**

### **(COMPETITIONS & MEMBERSHIP)**

#### **Commitment:**

This is a full time role with Manchester FA, 37.5 hours per week - working flexibly from both your home and office location.

#### **What is the role?**

We are looking for a dynamic, self-motivated individual with a 'can do' attitude who wants to make a positive contribution to grassroots football in Greater Manchester. The successful applicant will need to be able to demonstrate, both in their application and at interview, their ability to deliver within Manchester FA's three core values: 'Passionate, Inspiring and Professional'.

#### **What will you do?**

- To support delivery of The FA National Game Strategy and the Manchester FA Business Strategy.
- To lead and manage the administrative duties of the County Cup competitions.
- 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.
- To support the effective running of the Manchester FA disciplinary processes

Application Deadline **22 MAY 2024**

To apply, please complete the following application form, and equality and diversity monitoring form found [HERE](#)

If you need any more information or have any questions about this role you can contact **PAUL ROOTS** on **SUPPORT@MANCHESTERFA.COM**.



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# APPLICATION PROCESS

To apply, please complete the following application form and equality and diversity monitoring form found [HERE](#).

Please make sure to review the recruitment pack in full before completing your application form. If for any reason you are unable to access or complete the application form, please contact [Scott.Dean@ManchesterFA.com](mailto:Scott.Dean@ManchesterFA.com) who can arrange for any reasonable adjustment to be made for your application.

If shortlisted, you will be invited to attend an interview for the role. The interview will be arranged at your convenience, Manchester FA will happily work around your current commitments and responsibilities.

Manchester FA is committed to equality, diversity, and inclusion. Striving to be fully representative of the community it serves by ensuring that all job applicants, third-party partners, and members of staff are treated equally, without discrimination because of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, or age. You can find out more about Manchester FA's commitment to EDI in our Equal Opportunities Policy at [ManchesterFA.com](http://ManchesterFA.com).

Manchester FA are committed to addressing individuals from historically under represented groups within the game. We aim to tackle this inequality by shortlisting for interview a minimum of two applicants with ethnically diverse, disability or female characteristics that meet the essential criteria for the advertised role.

## **Safeguarding is at the Heart of What we do!**

Manchester FA is committed to ensuring that Safeguarding within Grassroots football is at the heart of what we do. Ensuring that all our officers and volunteers involved in Manchester FA and to be successful in this role you will be required to ensure that you are committed to completing any safeguarding training that is deemed a requirement by Manchester FA or The FA. A Criminal Records Check will be completed with employment and character references requested before employment is offered.

## **KEY DATES**

**APPLICATION CLOSING DATE: 22 MAY 2024**

**INTERVIEWS: W/C 3 JUNE**

# INDIVIDUAL ROLE PROFILE

## FOOTBALL SERVICES OFFICER

### (COMPETITIONS & MEMBERSHIP)

Manchester FA are an equal opportunities employer and actively encourage people from diverse backgrounds to apply.

<b>Role Title</b>	Football Services Officer (Competitions & Membership)
<b>Reports To</b>	Football Services Manager
<b>Direct Reports</b>	N/A
<b>Role Purpose</b>	<ul style="list-style-type: none"><li>-To support delivery of The FA National Game Strategy and the Manchester FA Business Strategy.</li><li>-To lead and manage the administrative duties of the County Cup competitions.</li><li>-To assist in the efficient running of the Football Services department.</li><li>-To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.</li><li>-To support the adoption of FA technology systems across grassroots football.</li><li>-To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.</li><li>-To support the effective running of the Manchester FA disciplinary processes</li></ul>
<b>Salary Band</b>	£23,400 - £27,400
<b>Time commitment</b>	37.5 Hours per week
<b>Location</b>	The role will involve a combination of home and office based working and travel to various locations across Greater Manchester to meet the needs of the business Manchester FA Operating Hours: 8am-8pm (Mon-Fri) & (9am-2pm) Saturdays The role holder will be expecting to undertake some evening and weekend work throughout the season.

## RESPONSIBILITIES

- County Cups & Competitions**
- Manage, develop, promote and administer all County Cup competitions including the planning of all finals.
  - Make the draws for County Cup competitions.
  - Distribute draws and liaise with the appointments officer to ensure referee appointment coverage.
  - Liaise with appropriate personnel with regards to any disputes or queries.
  - Issue and process payments for fines for breaches of competition rules.
  - Ensure that fixtures and results are communicated.
  - Manage the organisation, preparation and distribution of County Cup draws.
  - Maintain a strong relationship all stakeholders to influence key decisions, including the day to day management of the Competitions Working Group (CWG).



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- Forward planning to ensure fixtures are completed as scheduled and with limited disruption.

- Provide advice and guidance on County Cup rules and regulations including supporting the CWG with the annual review of competition formats and rules.

- Complete and review risk assessments where the Manchester FA is providing commissioning County Cup fixtures for under-18s or adults at risk and/or where facilities are being hired by outside organisations.

- To support in ensuring that all Club/League tournaments/festivals, friendlies and competitions are sanctioned in accordance with FA Regulations.

## **Safeguarding**

- Collaborate with the Designated Safeguarding Officer on all matters involving under-18s and adults at risk within County Cups and representative football.

- Ensure contract agreements are in place with all contractors and that they outline the requisite safeguarding responsibilities and accountabilities for all parties.

- Contribute to ensuring that safeguarding and equality are embedded throughout the Manchester FA and grassroots football.

- Risk-assess all Manchester FA events and activity for under-18s and where the Manchester FA directly employs or deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place.

- Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing.

- Listen to and consult with under-18s on their experiences of grassroots football as part of the Manchester FA youth engagement strategy.

- Utilise the feedback from under-18s and adults at risk to enhance the experience and fun and safety in grassroots football.

## **Running the Game**

- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Club and Competitions Portals, Matchday app and Full-Time).

- To actively seek for opportunities to improve and enhance Manchester FA's own processes and procedures.

- To utilise provided systems to 'own' all assigned customer queries, irrespective of business area from beginning to conclusion where possible with a specialism of competitions related matters.

- Support the affiliation of clubs and ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.

- Execute tasks as required to meet the Manchester FA changing priorities.

- To support the effective running of the disciplinary processes through the completion of administrative tasks.



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# PERSON SPECIFICATION

**Essential  
(Required to  
fulfil the role)**

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.  
Knowledge of grassroots football structures and the National League System.

**Desirable  
(Beneficial, but can  
be learned in role)**

Event organisation and management.  
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.  
Knowledge and understanding of The FA's National Game Strategy and how the County FA Business Plans support its delivery.  
Knowledge and understanding of working with volunteers.  
Knowledge and understanding of FA Rules and Regulations. Knowledge of how the County FA operates in partnership with The FA.

**Values**

**PASSIONATE  
INSPIRING  
PROFESSIONAL**

## KEY DATES

**APPLICATION CLOSING DATE: 22 MAY 2024**

**INTERVIEWS: W/C 3 JUNE 2024**



# APPLICATION FORM

## FOOTBALL SERVICES OFFICER (COMPETITIONS & MEMBERSHIP)

Please return this completed application form and completed equality monitoring form [HERE](#) to [SUPPORT@MANCHESTERFA.COM](mailto:SUPPORT@MANCHESTERFA.COM) before 22 MAY 2024. Applications can also be made by post. Postal applications are to be addressed; Strictly Private and Confidential, FAO Paul Roots - Football Services Manager, House of Sport Manchester, Gate 13 Rowsley Street, Etihad Campus, M11 3FF

The decision to invite you to attend for interview will be based on the information you provide on this form. Manchester FA is an Equal Opportunities and Real Living Wage Employer.

Title	<input type="text"/>
First Name(s)	<input type="text"/>
Last Name	<input type="text"/>
Street Address	<input type="text"/>
City	<input type="text"/>
County	<input type="text"/>
Postcode	<input type="text"/>
FA Number (if known)	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

Do you hold a full current UK driving licence?

YES  NO

Do you have access to your own personal transport?

YES  NO

Do you currently have an in-date FA DBS check?

YES  NO

Completion of a FA DBS check will be required before starting the role.

Do you have any offences which are currently unspent under the Rehabilitation of Offenders Act 1974?  
(You do not need to declare anything that is deemed 'spent')

YES  NO



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# EDUCATION & TRAINING

Please provide details of your education, qualifications, and training that you have completed or are currently undertaking.

Dates	Place of Learning	Course or Qualification	Grade

# EMPLOYMENT & VOLUNTEERING

Starting with your present or most recent job, please give a summary of all employment, including any freelance and relevant unpaid / voluntary work.

Dates	Employers Name	Job Title	Key Responsibilities / Achievements

# INTERESTS, HOBBIES & LIVED EXPERIENCE

Please tell us about any interests, regular hobbies, lived experience you have that complement the skills and knowledge required in this role.

Interest / Hobby / Lived Experience	How does this support your application?

# MEMBERSHIP OF PROFESSIONAL BODIES

Please list any professional bodies that you are a member.

Membership Body	Membership Type



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# HOW I MEET THE REQUIREMENTS FOOTBALL SERVICES OFFICER (COMPETITIONS & MEMBERSHIP)

Please ensure you have read and fully understand the recruitment pack for this role. Please contact [Scott.Dean@ManchesterFA.com](mailto:Scott.Dean@ManchesterFA.com) who can arrange for reasonable adjustments to be made for your application.

**Please explain why you think you are well suited to meet the purpose of this role.**

(Please make sure to include any specific knowledge, paid work, voluntary work, or lived experience that demonstrates your skills relevant to this role.)

**Please detail your experience in project management, time management and working towards multiple deadlines**

**Please detail any experience you have in working with a varied customer based and dealing with dissatisfied stakeholders.**

**Please detail any experience you have in collaborative working and when you have worked as part of a team to deliver an event/project**

**How do I meet the values of Manchester FA?**

Manchester FA's culture and organisational structure is built on the three principle core values. Please provide evidential information and experiences of how you best demonstrate Manchester FA's three core values?



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# ADDITIONAL INFORMATION

Manchester FA are committed to equality, diversity, and inclusion. Under the Equality Act 2010, Manchester FA are happy to complete any reasonable adjustments required by applicants with additional needs.

Please detail any adjustments you require to be made if you are invited to interview.

If your application is successful, what notice period would you have to provide your current employer?

If you were successfully appointed to the role what annual salary would be looking to obtain?

## REFERENCES

Please provide details of two referees below. Personal references are accepted when no professional or academic reference is available.

	First Referee	Second Referee
Name		
Address		
Postcode		
Phone		
Email		
Relationship to You		

### Declaration

I give my consent to the storage of personal data contained within this form for the purposes only of this application process. I can confirm and declare that the information provided on this form, to the best of my knowledge is complete, accurate and not misleading.

**SIGNATURE**

**DATE**

The final date for consideration of applications is 22 MAY 2024  
Either email: [Support@ManchesterFA.com](mailto:Support@ManchesterFA.com)

Or post and address as follows:  
Strictly Private & Confidential  
Paul Roots Football Services Manager  
Manchester FA  
House of Sport Manchester  
Gate 13 Rowsley Street  
Etihad Campus  
Manchester  
M11 3FF



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