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Job Description and Person Specification

Job title	Head of Football Operations
Reports to	Chief Executive Officer

Job purpose(s)	
<ul style="list-style-type: none"> To support delivery of The FA Grassroots Football Strategy and the Nottinghamshire FA Business and Operational Strategy. To lead on all aspects relating to football governance, discipline and regulation. To lead and manage the Nottinghamshire FA Football Operations Team To oversee Football Operations income streams and budgets To be accountable for data cleansing and relevant KPI review via Power BI To be part of and contribute to the Senior Management Team To temporarily manage the Referees Development Officer and Workforce Support Officer To embed the Nottinghamshire FA vision and values 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. 	
Direct reports	Football Operations Team, Workforce Support Officer & Referees Development Officer (temporarily)

Location	Nottinghamshire FA Offices, Chilwell, Nottingham & Remote working
Working hours	35 hours per week with a requirement for occasional evening and weekend work
Contract type	Fixed Term Contract in line with National Game Strategy Funding

Responsibilities	
<ul style="list-style-type: none"> Lead the production and management of the Football Operations element of the Nottinghamshire FA business strategy, operational and project plans feeding to the wider plan Awareness of all the Nottinghamshire FA policies and procedures, ensuring that they are reviewed annually and updated where necessary. Work with The FA and partners to deliver national programmes and services that meet the needs of stakeholders. Ensure all disciplinary cases are handled fairly, transparently and in compliance with FA regulations. Communicate governance and regulation services that meet the needs of customers. Oversee the raising of misconduct charges for breaches of FA rules and regulations within relevant timescales Ensure the Nottinghamshire FA meet the targets and timings of all cases for the National Serious Case Panel. Oversee all reports of discrimination and ensure all panel members maintain their training requirements to remain qualified. Regularly met 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. 	



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- Act on feedback from those involved in the disciplinary process, including any specific issues highlighted by under-18s and adults at risk.
- Regularly meet with the Designated Safeguarding Officer and Referee Development Officer in all matters where it is apparent that there has been abusive behaviour involving under-18 players and/or where the referee is under-18 or identifies as an adult at risk.
- Ensure that the Nottinghamshire FA is operating at a minimum to The FA’s ‘Player and Club Guide to Personal Hearings’.
- Support club and league secretaries with the discipline process and provide updates where necessary.
- Provide support with appeals and complaints in relation to disciplinary matters
- Support the affiliation of clubs and ensure safeguarding requirements are met.
- Ensure leagues fully comply with The FA Standard Code of Rules prior to sanctioning.
- Support the delivery of the Nottinghamshire FA County Cup Programme
- Support clubs and leagues to gain England Accreditation
- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Platform for Football (PFF), Matchday app and Full-Time).
- Manage the Football Services Officers in line with personal and performance reviews; setting targets, monitoring performance and identifying training requirements.
- Provide regular updates on disciplinary matters to the Chief Executive Officer.
- Manage Football Services budgets and provide quarterly reports.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Nottinghamshire FA and grassroots football.
- Execute tasks as required to meet the changing priorities of the Nottinghamshire FA.

Person specification

Skills

Essential

- 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 work strategically with partner organisations across different sectors to plan and deliver football programmes.
- Project management skills and experience – to plan, set and achieve objectives within deadlines.
- Ability to coach, develop and manage the performance of staff.
- Exceptional communication, interpersonal and influencing skills.
- Effective report-writing and presentation skills.
- Effective prioritisation and time management skills.

Desirable



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<ul style="list-style-type: none"> • Excellent IT skills, including the use of Microsoft Office applications. • Excellent problem-solving and decision- making skills. • Budget management skills. • Ability to use data to monitor and evaluate programmes. 	
Knowledge and experience	
Essential <ul style="list-style-type: none"> • Knowledge and understanding of FA rules and regulations. • Experience in the conduct and management of investigations, including case file preparation. • Knowledge of how the County FA operates in partnership with The FA. • Knowledge of grassroots football structures • Knowledge of and commitment to equality, diversity and inclusion. • Knowledge of The FA’s Safeguarding Operating Standard. • Knowledge of good people management practice. 	Desirable <ul style="list-style-type: none"> • Experience of utilising mapping programmes to support strategic and logistical planning. • Knowledge and understanding of The FA’s Grassroots Football Strategy and how the County FA Business Plans support its delivery. • Knowledge and understanding of working with volunteers.
Enhanced DBS Check required	YES
Clean, full driving licence?	YES

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
INTEGRITY	Demonstrating integrity at work: <ul style="list-style-type: none"> • Respect other opinions. Honouring colleagues, managers and stakeholders’ opinions and ideas • Reliable and trustworthy • Responsible and accountable for your actions
COLLABORATIVE	Encourage collaborative behaviour: <ul style="list-style-type: none"> • Listening and evolving together, helping and supporting each other • Open to accepting new ideas • Communicate clearly, actively listening to others, taking responsibility and respecting diversity
INNOVATIVE	Practical implementation of ideas resulting in new services and engagement: <ul style="list-style-type: none"> • Connect to your own creativity • Develop your curiosity and observational skills • Introduction and application of new ideas, products, processes and procedures



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Job description reviewed and modified by:	Elaine Oram CEO
Date job description reviewed and modified:	13 October 2023
Job description authorised by:	Elaine Oram CEO

Signed by job holder (on appointment):	
Date signed:	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.