



## Job Description and Person Specification

<b>Job title</b>	Designated Safeguarding and Services Manager
<b>Reports to</b>	Chief Executive Officer

<b>Job purpose(s)</b>	
<ul style="list-style-type: none"> <li>To support delivery of The FA Grassroots Football Strategy and Suffolk Football Association Business Strategy.</li> <li>To manage the Suffolk Football Association safeguarding work, in line with legislation, FA safeguarding policy, procedures, regulations, standards and guidance.</li> <li>To manage safeguarding and child protection concerns in a timely manner and in line with FA requirements and guidance.</li> <li>To significantly contribute to implementing and maintaining The FA's Safeguarding Operating Standard (Safeguarding 365) for County FAs and driving safer practice in grassroots football.</li> <li>To provide strategic direction to the Football Services department.</li> <li>To be the strategic lead on all aspects relating to football governance, discipline and regulation.</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> </ul>	
<b>Direct reports</b>	Football Services Officer, Football Services Officer

<b>Location</b>	Based at the Suffolk Football Association offices in Stowmarket, but with remote working possible.
<b>Working hours</b>	37 hours per week. Some evening and weekend work will be expected.
<b>Contract type</b>	Permanent

<b>Responsibilities</b>	
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>Operationally lead the implementation and delivery of safeguarding within the Suffolk Football Association, being accountable for relevant areas of The FA's Safeguarding Operating Standard for County FAs.</li> <li>Track and ensure ongoing compliance with The FA's Safeguarding Operating Standard for County FAs measures, policies and procedures.</li> <li>Take a dynamic and strategic approach to safeguarding delivery within the Suffolk Football Association, raising awareness and providing organisational support and direction to colleagues.</li> <li>Work with The FA Safeguarding Case Management Team to refer child abuse and adults at risk concerns to The FA, including recording safeguarding concerns on The FA Electronic Safeguarding Assessment (ELSA) system, acting in line with the relevant FA safeguarding policy, regulations and guidance.</li> <li>Manage all safeguarding poor practice concerns and complaints referred to the Suffolk Football Association, with a focus on timeliness and outcomes and in line with FA policy, regulations and guidance.</li> <li>Co-ordinate and deliver CPD events for clubs and leagues, through Club and League Welfare Officers, on how to with a focus on timeliness and outcomes and in line with FA policy, regulations and guidance.</li> <li>Use FA IT systems to monitor safeguarding compliance across the grassroots volunteer network to manage risk and assist in strategic planning.</li> <li>Ensure the Suffolk Football Association 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.</li> <li>Manage effective strong relationships with key local safeguarding stakeholders and Club Welfare Officer networks; liaising with the Local Authority Designated Officers, Local Safeguarding Partnerships, Children's and</li> </ul>	



Adults' Social Care Services, Police Child Protection Teams and support Club Welfare Officers to be compliant with safeguarding legislation, FA safeguarding policy, best-practice guidance and education programmes.

- 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 Suffolk Football Association's activity and grassroots football.
- Co-ordinate safeguarding visits, spot checks/audits on clubs throughout the season to ensure compliance with the records submitted to Suffolk Football Association, and to check on the culture and safeguarding practice.
- Work with the Chief Executive Officer and Board Safeguarding Champion to provide the Board with regular reports on safeguarding activity within the Suffolk Football Association.
- Ensure that any individual helping with any Suffolk Football Association event involving children and adults at risk is subject to safer recruitment policy, suitably DBS-checked, trained, understand their responsibilities at the event. and uphold the values and behaviours of the Suffolk Football Association.
- Regularly meet with appropriate colleagues regarding all matters where it is apparent there has been abusive behaviour involving under-18 players and/or where the referee is under-18 or identifies as an adult at risk.
- Collaborate with appropriate members of the Suffolk Football Association team in all matters involving under-18s and adults at risk in the disciplinary process.
- Lead the risk-assessment of all Suffolk Football Association events and activity for under-18s and where the Suffolk Football Association 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 Suffolk Football Association youth engagement strategy.
- Utilise feedback from under-18s and adults at risk, including those involved in the disciplinary process, to enhance the experience and fun and safety in grassroots football.

### **Football Services**

- Oversee all disciplinary processes to ensure cases are handled fairly, transparently and in compliance with FA regulations.
- Communicate governance and regulation services that meet the needs of customers.
- Ensure Suffolk Football Association meet the targets and timings of all cases for the National Serious Case Panel.
- 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.
- Regularly meet with the Workforce Development Manager 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.
- Lead the affiliation of clubs and ensure safeguarding requirements are met.
- Ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- Ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, and coaches.
- Awareness of all Suffolk Football Association policies and procedures, ensuring that they are reviewed annually and updated where necessary.

### **General**

- Manage the Football Services team in line with personal and performance reviews; setting targets, monitoring performance and identifying training requirements.
- Manage budgets and provide quarterly reports to the Chief Executive Officer and Board.
- Deal with appeals and complaints and liaise with the Chief Executive Officer where necessary.
- Establish constructive working relationships with key stakeholders and develop regular contact to promote collaboration and sharing of good practice.



- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time).
- Embed research, insight and effective measurement into planning, decision-making and delivery to ensure accurate data collection across programmes that address priority areas and meet the needs of participants.
- Use national and local data, research and customer insight to increase participation in grassroots football.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Suffolk Football Association and grassroots football.
- Support the planning implementation/piloting of new FA initiatives.
- Execute tasks as required to meet the Suffolk Football Association changing priorities.

### Person specification

#### Qualifications

##### Essential

- A degree level qualification or equivalent experience.
- Safeguarding qualification and/or relevant experience in a child protection, safeguarding, or welfare role.

##### Desirable

- Completion of recognised Designated Safeguarding Officer training at Level 2 & 3.
- Qualification in sports governance, sports law and regulation or equivalent experience.

#### Skills

##### Essential

- A child-centred approach and the ability to maintain this perspective and apply common sense.
- Clarity about what constitutes poor practice and abuse and how to manage cases effectively.
- Ability to promote safer practice and the importance of safe and fun football environments.
- Capacity to handle confidential data/information sensitively.
- Excellent problem-solving and decision-making skills.
- Exceptional communication, interpersonal, leadership, and influencing skills.
- Excellent internal and external stakeholder relations and customer service skills.
- Ability to coach, develop and manage the performance of staff.
- Effective report-writing and presentation skills.
- Excellent IT skills, including the use of Microsoft Office applications.

##### Desirable

- Ability to de-escalate heated and challenging situations.
- Ability to deal constructively with people's emotions (e.g. distress, animosity, conflict).
- Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes.
- Experience of interviewing children and or adults in relation to allegations.
- Project management skills and experience – to plan, set and achieve objectives within deadlines.
- Budget management skills.
- Ability to use data to monitor and evaluate programmes.

#### Knowledge and experience

##### Essential

- Knowledge of current safeguarding legislation, policy and practice relating to children and adults at risk.
- Experience of working in a designated safeguarding role.
- Experience in the conduct and management of investigations, including case file preparation.

##### Desirable

- Experience gained working in a regulatory or law environment.
- Knowledge and understanding of The FA's Grassroots Football Strategy and how the County FA Business Plan supports its delivery.
- Knowledge and understanding of working with volunteers.



**ENGLAND  
FOOTBALL**

<ul style="list-style-type: none"> <li>• Experience of writing reports and compiling case related evidence and information.</li> <li>• Working knowledge of the roles of statutory agencies in safeguarding children and adults at risk.</li> <li>• Knowledge of and commitment to equality, diversity and inclusion.</li> <li>• Knowledge of good people management practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of FA systems such as Whole Game System, Electronic Safeguarding Assessment (ELSA) and Customer Relationship Management (CRM).</li> <li>• Knowledge and understanding of diverse faiths, communities and cultures.</li> <li>• Knowledge of grassroots football structures and the National League System.</li> <li>• Knowledge of how the County FA operates in partnership with The FA.</li> <li>• Knowledge of The FA's Safeguarding Operating Standard.</li> <li>• Knowledge and understanding of FA rules and regulations.</li> </ul>
<b>Enhanced DBS Check required?</b>	YES
<b>Clean, full driving licence required?</b>	YES

<b>The job holder will be expected to understand and work in accordance with the values and behaviours described below</b>
<b>Suffolk FA values</b>
Suffolk FA commit to: <ul style="list-style-type: none"> <li>• Always put the participant first to ensure our game is safe, inclusive and respectful for all</li> <li>• Work collaboratively to strive for excellence</li> <li>• Operate with integrity and transparency</li> </ul>

<b>Job description reviewed and modified by:</b>	Richard Neal, CEO
<b>Date job description reviewed and modified:</b>	22/12/21
<b>Job description authorised by:</b>	Geraldine Day 22/12/21

<b>Signed by job holder (on appointment):</b>	
<b>Date signed:</b>	

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