



**ENGLAND  
FOOTBALL**

## Job Description & Person Specification

<b>Job title</b>	Football Services Officer
<b>Reports to</b>	Designated Safeguarding & Services Manager

<b>Job purpose(s)</b>	
<ul style="list-style-type: none"><li>• To support delivery of The FA Grassroots Football Strategy and the Suffolk FA Business Strategy.</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></ul>	
<b>Direct reports</b>	N/A

<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>	
<b>Football Services</b>	
<ul style="list-style-type: none"><li>• Ensure all disciplinary cases are investigated and handled fairly, transparently and in compliance with FA regulations.</li><li>• Process all yellow cards and standard charges through the Whole Game Management System.</li><li>• Update the Whole Game System with changes to club and league official's contact details, players suspensions, payments, the outcome of correspondence commissions, appeals and personal hearings.</li><li>• Produce and distribute weekly discipline reports for league officials.</li><li>• Monitor suspension lists and advise clubs of impending suspensions on a weekly basis.</li><li>• Collaborate with league officials to remove team suspensions on a weekly basis.</li><li>• Monitor misconduct reports submitted by match officials.</li><li>• Compile monthly reports to include cautions, standard charges, and misconduct.</li><li>• Lead on the delivery and training of the new affiliation process for clubs, ensuring safeguarding requirements are met throughout.</li><li>• Ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.</li><li>• Raise appropriate misconduct charges for breaches of FA rules and regulations within relevant timescales.</li><li>• Ensure Suffolk FA meet the targets and timings of all cases for the National Serious Case Panel.</li><li>• Support club and league secretaries with the discipline process and providing regulatory updates where necessary.</li><li>• Provide the highest level of customer service to new and existing clubs with general affiliation, player registration, accreditation and disciplinary processes and queries.</li><li>• Support appeals and complaints in conjunction with the Designated Safeguarding &amp; Services Manager where necessary.</li><li>• Provide regular updates on disciplinary matters to the Designated Safeguarding &amp; Services Manager.</li><li>• Ensure Suffolk Football Association is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'.</li></ul>	



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- Ensure all under-18s involved in disciplinary cases are provided with age-appropriate support.

**Safeguarding**

- Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees.
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk in the disciplinary process, County Cup competitions and representative football.
- Risk-assess 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.
- 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.

**General**

- 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).
- Contribute to ensuring that safeguarding and equality are embedded throughout the Suffolk Football Association and grassroots football.
- Assist with the administration of County Cup competitions.
- Establish constructive working relationships with key stakeholders and develop regular contact to promote collaboration and sharing of good practice.
- 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.
- 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**

- Educated to A Level or equivalent.

**Desirable**

**Skills**

**Essential**

- Attention to detail and an ability to manage accurate recording and reporting of information.
- Ability to work independently and as part of a team.
- Excellent organisational skills and the ability to prioritise workload effectively.
- Excellent problem-solving and decision-making skills.

**Desirable**

- Excellent IT skills, including the use of Microsoft Office applications.
- Project management skills and experience – to plan, set and achieve objectives to deadlines.



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<ul style="list-style-type: none"> <li>Ability to communicate effectively and in a manner appropriate to the audience.</li> <li>Commitment to delivering exceptional standards of customer service.</li> <li>Ability to use data to monitor and evaluate programmes.</li> </ul>	<ul style="list-style-type: none"> <li>Practised at developing networks and relationships with a variety of stakeholders in order to support the delivery of strategic priorities.</li> <li>Capability to create multiple reports, budgets and plans.</li> </ul>
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**Knowledge and experience**

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Knowledge and understanding of FA rules and regulations.</li> <li>Knowledge of grassroots football structures and the National League System.</li> <li>Knowledge and understanding of working with volunteers.</li> <li>Knowledge of how the County FA operates in partnership with The FA.</li> <li>An understanding of data protection, GDPR and privacy legislation.</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience in the conduct and management of investigations, including case file preparation.</li> <li>Knowledge and understanding of The FA's Grassroots Football Strategy and how the County FA Business Plans support its delivery.</li> <li>Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.</li> <li>Knowledge of the structure and partner organisations within football, nationally and within the County FA locality.</li> </ul>
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<b>Enhanced DBS Check required?</b>	NO
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<b>Clean, full driving licence required?</b>	YES
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**The job holder will be expected to understand and work in accordance with the values and behaviours described below**

**Suffolk FA values**

<p>Suffolk FA commit to:</p> <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>
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<b>Job description reviewed and modified by:</b>	Hayley Chart
<b>Date job description reviewed and modified:</b>	05/01/2023
<b>Job description authorised by:</b>	Richard Neal

<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.