



# **Sussex County Football Association**

## **Football Services Manager**

### **Recruitment Pack**



# Football Services Manager Vacancy

**The Sussex County Football Association Limited is seeking to recruit a Football Services Manager to manage the efficient running of the soon to be established Football Services Department.**

This position will be responsible support delivery of The FA National Game Strategy and the Sussex County FA Business Strategy. The successful applicant will also manage and lead on all aspects in relation to football governance, discipline and regulation. A full role profile can be found below.

To join the team and be successful, the individual must be able to demonstrate an understanding of the role on offer and how their expertise and experience will enable them to meet the essential and desirable criteria within the role. The interview panel must be convinced of the individual's passion, inspiration and professionalism for the role.

The successful applicant will report to the Chief Executive Officer.

The Sussex County FA is committed to safeguarding children and adults at risk, and anyone working with us will be required to follow the Sussex County FA safeguarding policies.

## What can the Sussex County FA offer?

- An exciting opportunity to join a forward thinking, progressive business
- An exciting opportunity to work with key stakeholders within the grassroots and professional game
- A commitment to empowered and supportive personal development
- Access to FA Cup Final and England tickets at Wembley Stadium
- Workplace Pension Scheme
- Additional leave after 5, 10 years' service
- Long Service Awards for 10, 15, 20 years' service
- Employee Assistance Programme
- Free Nike Staff Uniform every year
- Personal Development Budgets
- Additional time off over Christmas
- Health Scheme
- Personal Accident policy
- Flexible working hours

Hours of work are 35 hours worked flexibly across a week with occasional required evening and weekend working. The position will receive 20 days' annual leave as standard and a salary of £30,000 per annum, with a six-month probationary period.

If any questions arise about the role or clarity is required on the recruitment pack, please contact the Chief Executive Officer, Ken Benham via [Ken.Benham@SussexFA.com](mailto:Ken.Benham@SussexFA.com) or call 01903 753547 (#230).

**Closing date for applications is midday on Monday 21 November 2022, with an interview date of Tuesday 29 November 2022.** Please note that we are unable to acknowledge receipt of applications.

## Disability Confident

The Sussex County FA prides its-self on being an employer who are committed to supporting candidates with disabilities throughout our recruitment and selection process. We have a dedicated team to support any employee with a disability. If you require any reasonable adjustments to support your application, please do not hesitate to get in touch.

## Equality Statement

The Sussex County believe that football belongs to, and should be enjoyed by, anyone who wants to participate in it. We are committed to promoting equality within the business in every aspect of its work and we encourage applicants from all backgrounds, cultures, beliefs, and experiences to apply for this role, regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnership.



# Role Profile

<b>Job Title:</b>	Football Services Manager	<b>Reports To:</b>	Chief Executive Officer
<b>Direct Reports:</b>	3 x Football Services Officers (Discipline, County Cups and Affiliation)	<b>Starting Salary:</b>	£30,000
<b>Contract Type:</b>	Permanent	<b>Working Hours:</b>	35 hours per week, with core hours between 10am and 4pm and a requirement of at least 2 days per week in the office. Some evening and weekend work will be required
<b>Location:</b>	Office based (Sussex County FA HQ, Lancing), with some travel across the County		

## Role Purpose:

- To support delivery of The FA National Game Strategy and the Sussex County FA Business Strategy
- To manage and lead on all aspects in relation to football governance, discipline and regulation
- To manage the efficient running of the Football Services Department
- To contribute to the effective implementation of The FA's Safeguarding Operating Standards for County FAs (S365)
- 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

## Key Responsibilities:

### Management

- Provide strategic and operational direction to the Football Services team
- Line-manage the Football Services Officers in line with The FA appraisal process, setting targets, monitoring performance and identifying training needs
- Ensure that all queries and complaints are dealt with effectively and efficiently, in line with company procedures
- Manage all attributed Football Services budgets
- Produce relevant management reports on the performance of the Football Services department to the CEO and Board of Directors

### Corporate/Strategic

- Identify, manage and develop relationships with key partners to meet the strategic objectives of Sussex County FA
- Communicate governance and regulation services that meet the needs of customers
- Attend and contribute to the Sussex County FA Senior Management Team meetings and FA Review Meetings
- Work alongside other Departments to provide an efficient, transparent and consistent level of service to customers
- Provide the highest level of customer excellence to support volunteers across the FA Whole Game System, Matchday app and Full-Time
- Provide quarterly reports to the Designated Safeguarding Officer to meet the requirements of the Safeguarding Operating Standards (S365)
- Execute tasks as required to meet the Sussex County FA changing priorities

### Discipline

- Oversee the disciplinary process to ensure all cases are handled fairly, transparently and in compliance with FA regulations
- Ensure that appropriate misconduct charges for breaches of FA rules and regulations are raised within the relevant timescales
- Ensure all hearings/appeals are heard promptly and the results are communicated to partners including leagues, clubs, players and referees
- Ensure that Sussex County FA meet the targets and timings of all cases for the National Serious Case Panel
- Regularly meet with the Designated Safeguarding Officer in all matters involving U18s and adults at risk in the disciplinary process
- Ensure that any feedback received from those involved in the disciplinary process is acted upon, including any specific issues highlighted by U18s and adults at risk

- Regularly meet with the Designated Safeguarding Officer and Referee Development Manager in all matters where it is apparent that there has been abusive behaviour involving U18 players and/or where the referee is U18 or identifies as an adult at risk
- Ensure that Sussex County 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 ensure that updates are provided where necessary
- Ensure all clubs and leagues are aware of The FA debt recovery process and that they follow the correct procedures in order to recover finances
- Provide regular updates on disciplinary matters to the Chief Executive Officer

#### **Affiliation, Sanctions, Player Registration**

- Support the timely and efficient 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 process for ensuring efficient and timely player registration across the County
- Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and that safeguarding requirements are met by clubs, leagues, coaches and referees

#### **County Cups**

- Oversee the County Cup Competitions providing guidance and support to all parties
- Deal with any disputes or queries as per Competition Rules and ensure fines are issued for breaches of Competition Rules
- Ensure the County Cup Competitions programme operates to time and within budget

<b>Person specification</b>	
<b>Essential qualifications:</b>	<b>Desirable qualifications:</b>
<ul style="list-style-type: none"> <li>• A degree level qualification or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in sports governance, sports law and regulation or equivalent experience</li> </ul>
<b>Essential skills:</b>	<b>Desirable skills:</b>
<ul style="list-style-type: none"> <li>• Strategic thinking and planning skills</li> <li>• A proven track record in developing and managing the performance of staff</li> <li>• Self-motivated with excellent leadership skills</li> <li>• Excellent internal and external stakeholder relations and customer service skills</li> <li>• An ability to work and engage positively with both the paid and volunteer workforce</li> <li>• Project management skills and experience – to plan, set and achieve objectives within deadlines and budgets</li> <li>• Exceptional communication, interpersonal and influencing skills</li> <li>• Effective report writing and presentation skills</li> <li>• Excellent IT skills, including the use of Microsoft Office applications</li> <li>• Effective prioritisation and time management skills</li> <li>• Excellent problem-solving and decision-making skills</li> <li>• Ability to use data to monitor and evaluate programmes</li> </ul>	
<b>Essential knowledge and experience:</b>	<b>Desirable knowledge and experience:</b>
<ul style="list-style-type: none"> <li>• Knowledge and understanding of FA Rules and Regulations</li> <li>• Experience in the conduct and management of investigations, including case file preparation</li> <li>• Knowledge of how the County FA operates in partnership with The FA</li> <li>• Knowledge of grassroots football structures and the National League System</li> </ul>	<ul style="list-style-type: none"> <li>• Experience gained working in a regulatory or law environment</li> <li>• Knowledge and understanding of The FA's Grassroots Football Strategy and how the County FA Business Plans support its delivery</li> </ul>

<ul style="list-style-type: none"> <li>• Knowledge of and commitment to equality, diversity and inclusion</li> <li>• Knowledge of The FA's Safeguarding Operating Standard (S365)</li> <li>• Knowledge and experience of good management practice</li> <li>• Knowledge and understanding of working with volunteers</li> </ul>	
<b>Enhanced DBS Check required?</b>	Yes
<b>Full driving licence?</b>	Yes

<b>CFA Values and Behaviours:</b>
<ul style="list-style-type: none"> <li>• <b>Progressive</b> - We embrace new thinking in the pursuit of continuous improvement Innovation, Creative, Future thinking, Ground-breaking, Problem Solving, Challenge</li> <li>• <b>Respectful</b> - We set the standards for respectful behaviour across the game Maintaining Standards, Role modelling, Respecting others' opinions and values</li> <li>• <b>Inclusive</b> - We champion and ensure that football is and will remain a game for everyone Championing, Supporting, Including, Leading, Collaborative</li> <li>• <b>Determined</b> - We are tenacious and accountable to each other in serving the whole game and doing the right thing Driven, Stamina, Tenacious, Focused, Resilient</li> <li>• <b>Excellent</b> - The very best outcome can only be achieved by sustained excellence in performance Be the best you can be, striving for success, excelling, exceeding expectations</li> </ul>



Application number:   
(Office use only)

# Application Form

Applications can be accompanied by a Curriculum Vitae (CV). The decision to invite you to attend for interview will be based on the information you provide on this form. The Sussex County FA is an Equal Opportunities Employer.

Position applied for:

**Personal details** (please complete in BLOCK CAPITALS)

First Names:  Surname:

Mr / Ms / Mrs or preferred title:  Are you over the age of 18?

Preferred Pronouns: she/her/hers - he/him/his - they/them/theirs - or other:

Address:

Post Code:  Email Address:

What is the best day and time to contact you?

What is the best number to contact you on?

Do you hold a full current driving licence?

Do you have an accepted FA DBS (Criminal Records Check)\*

\*If you do not hold an FA DBS, it may be a requirement for this to be completed before appointment.

**Education and training**

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

Dates	Details of School/College/Institution	Course or Qualification	Grade

(Please attach a continuation sheet if required)

**Employment and volunteering history**

Starting with your present or most recent job, please give a summary of all employment, including any freelance and relevant unpaid / voluntary work. Please include start and end dates for all positions held, the name of employer, nature of business, your job title and brief details of your responsibilities. Also include salary and benefits package. Important: Include any breaks in employment.

Dates	Employers name/nature of business	Job title	Key Responsibilities	Salary/Benefits

*(Please attach a continuation sheet if required)*

**How do I meet the requirements of the role?**

Please outline the skills and experience that you have which are appropriate to demonstrate your suitability for the advertised role and how you would meet the essential and desirable knowledge, experience and skills required. Please include any paid work, unpaid/voluntary work which is relevant to the role we are recruiting for. Please ensure you have read and fully understood the job advertisement and the role profile provided.

*(Please attach a continuation sheet if required)*

**Names and address of referees**

Please give the name and address of two reference providers, one of which should be your current employer, or when not currently employed, your last employer (where possible). References will only be taken up upon successful application. Please note: Appointment to the role will not be approved until suitable references have been obtained and approved.

	First Referee	Second Referee
Name		
Address		
Postcode		
Telephone		
Email		
Relationship to you		

**Accessibility**

Sussex County FA is committed to ensuring that all applicants can access the application and selection process for this role. Please details in the box below any adjustments you will require to be made to the selection process (including interviews) should your application be progressed to the next stage.

**Additional Information**

Do you require a work permit or are there any restrictions on your ability to work in the UK?

If yes, please give further details:

If your application is successful:

What notice period would you have to provide your current employer?

What annual salary would be looking to obtain? £

**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:

**Please complete and return your application form before midday on Monday 21 November 2022.**

Either email your completed application to [Victoria.Windslow@SussexFA.com](mailto:Victoria.Windslow@SussexFA.com) or post it to the following address:

*Strictly Private & Confidential, Vicki Windslow, Football Services Manager Vacancy, Sussex County FA, Culver Road, Lancing, West Sussex, BN15 9AX.*



# DIVERSITY & INCLUSION DATA CAPTURE - SURVEY QUESTIONS

Sussex County FA is committed to Equality and Diversity and ensuring that it is fully representative of the community it serves. To assist us in monitoring the ethnicity of members, we would be grateful if you could complete the following survey form. All information detailed will be treated anonymously.

## Which of the following best describes your ethnic origin?

Please select the one answer which best describes you

### White

White British (English, Welsh, Scottish, Northern Irish)

White Irish

White Gypsy or Irish Traveller

Other White (please specify:)

### Mixed

White and Black Caribbean

White and Black African

White and Asian

Other Mixed / Multi-ethnic background (please specify:)

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### Asian or Asian British

Indian

British Indian

Pakistani

British Pakistani

Bangladeshi

British Bangladeshi

Chinese

British Chinese

Other Asian/Chinese background (please specify:)

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### Black or Black British

Caribbean

British Caribbean

African

British African

Other Black background (please specify:)

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### Arab

British Arab (English, Welsh, Scottish, Irish)

Other Arab background (please specify:)

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Other Ethnic Group (please specify:)

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Would rather not say

## Which of the following best describes your religious belief?

Please select one answer

No religion

Buddhism

Christianity

Hinduism

Islam

Jehovah Witnesses

Judaism

Mormonism

Sikhism

Prefer not to say

Other (please specify:)

## What best describes your sexual orientation?

Please select one answer

Gay/Lesbian

Heterosexual/Straight

Bi

Pan

Prefer not to say

Not known

**What best describes your gender identity?**

*Please select the responses that best describes you*

- |              |                          |                                      |                          |
|--------------|--------------------------|--------------------------------------|--------------------------|
| Female/Woman | <input type="checkbox"/> | Prefer not to say                    | <input type="checkbox"/> |
| Male/Man     | <input type="checkbox"/> | I use another term (please specify:) | <input type="checkbox"/> |
| Non-Binary   | <input type="checkbox"/> | _____                                |                          |
| Agender      | <input type="checkbox"/> |                                      |                          |

**Do you have a trans history or does your gender differ from your sex assigned at birth?**

*Please select one answer*

- |                   |                          |
|-------------------|--------------------------|
| Yes               | <input type="checkbox"/> |
| No                | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

**Do you have any long-term health conditions, impairments or illnesses that have a substantial effect on your ability to do normal daily activities?**

*This could include, for example, physical, sensory, learning, social, behavioural or mental health conditions or impairments. Long-term means that they have lasted, or are expected to last, 12 months or more.*

- |                   |                          |
|-------------------|--------------------------|
| Yes               | <input type="checkbox"/> |
| No                | <input type="checkbox"/> |
| Don't know        | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

**How old are you?**

*Please select one answer*

- |                   |                          |
|-------------------|--------------------------|
| 16-17             | <input type="checkbox"/> |
| 18-24             | <input type="checkbox"/> |
| 25-34             | <input type="checkbox"/> |
| 35-44             | <input type="checkbox"/> |
| 45-54             | <input type="checkbox"/> |
| 55-64             | <input type="checkbox"/> |
| 65+               | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |