

## Role Profile

<b>Job Title:</b>	<b>Football Services Officer</b>	<b>Salary</b> <b>£22,000 - £26,000</b>
<b>Reports To:</b>	<b>Football Services Manager</b>	

### 1. Job Purpose

- To support delivery of The FA Grassroots Football Strategy and the Wiltshire FA Business Strategy.
- Lead the administration of all aspects relating to discipline matters whilst acting as secretary on hearings.
- To manage and lead 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, including player registration and affiliation.
- To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.

### 2. Principal Accountabilities/Responsibilities

#### Discipline

- Lead the process of personal and non-personal hearings, acting as Secretary to Commissions with other volunteer and staff secretaries.
- Lead, manage and conduct the process of proactively supporting club and league secretaries with the discipline process; provide regular updates for club and league secretaries.
- Raise appropriate misconduct charges for breaches of FA rules and regulations within relevant timescales.
- Ensure that the Wiltshire FA is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'.
- Ensure the Wiltshire FA meet the targets and timings of all cases for the National Serious Case Panel.
- Lead the appeals process for the association from clubs and leagues, ensuring all appeals are dealt with correctly and in accordance with CFA rules and regulations. Set up appeals, manage voluntary appeal secretaries and acting as secretary where necessary.
- Lead the process for chasing outstanding finance relating to discipline & county cup fines.
- Provide regular updates on disciplinary matters to the Football Services Manager.
- Communicate governance and regulation services that meet the need of customers.

#### Competitions

- Manage, develop, promote and administer all County Cup competitions including the planning of all finals.
- Manage draws for County Cup competitions and ensure fixtures are completed as scheduled and with limited disruption.
- Distribute draws and referee appointments to leagues, clubs and match officials.
- 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.
- Maintain a strong relationship with committees and other stakeholders to influence key decisions.
- Provide advice and guidance on County Cup rules and regulations.
- Complete and review risk assessments where the Wiltshire FA is providing or commissioning County Cup fixtures for under-18s or adults at risk and/or where facilities are being hired by outside organisations.

- Validate any competitions delivered by or associated to Wiltshire FA.

#### **Affiliation/Player registration**

- Support the affiliation of clubs and ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- Lead on player registration ensuring leagues and clubs fully understand the process.

#### **Safeguarding**

- Collaborate with the Designated Safeguarding Officer on all matters involving under-18s and adults at risk within County Cups and the disciplinary process.
- 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 Wiltshire County FA and grassroots football.
- 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 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.
- 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.

#### **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).
- Execute tasks as required to meet the Wiltshire County FA changing priorities.
- Support with appeals and complaints in conjunction with the Football Services Manager where necessary.

### **Person Specification**

#### **3. Qualifications**

##### **Essential**

- Educated to A Level or equivalent.

#### **4. Skills**

##### **Essential**

- 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 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.
- Budget management skills.

##### **Desirable**

- 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.

<ul style="list-style-type: none"> <li>▪ Report-writing skills.</li> <li>▪ Ability to use data to monitor and evaluate programmes.</li> <li>▪ Influencing skills to champion change.</li> <li>▪ Ability to prioritise workload and meet deadlines.</li> <li>▪ Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.</li> </ul>	
<b>Knowledge and Experience</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of FA Rules and Regulations.</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> <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>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Experience using FA platforms, Smartsheet, Freshdesk or Power-Bi.</li> <li>▪ Knowledge and understanding of working with volunteers.</li> <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 the structure and partner organisations within football, nationally and within the County FA locality.</li> <li>▪ Knowledge of FA disciplinary processes.</li> </ul>
<b>b) Behaviours</b>	
<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>▪ Problem Solving</li> <li>▪ Teamwork</li> <li>▪ Communicating</li> <li>▪ Delivery</li> <li>▪ Customer Excellence</li> </ul>	<p><b>Values</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Approachability</li> <li>• Transparency</li> <li>• Inclusivity</li> <li>• Excellence</li> </ul>
<b>Enhance DBS Check Required</b>	<b>Yes</b>
<b>Clean, full driving license</b>	<b>Yes</b>
<p><b>Further Information</b></p> <p>As this role may involve access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include an enhanced DBS to ensure their suitability for the role and must complete relevant safeguarding training.</p>	

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.