



**ENGLAND
FOOTBALL**

Connecting People. Changing Lives.

Job Description & Person Specification

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| Job title | Football Services Officer (Compliance & Discipline) |
| Reports to | Head of Governance |

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| Job purpose(s) |
| <ul style="list-style-type: none">• To support delivery of The FA National Game Strategy and the Berks & Bucks FA Business Strategy.• To support the administration of all aspects relating to safeguarding compliance and discipline.• 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.• To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time. |

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| Location | We currently operate a hybrid working model, with a combination of working from home and a limited number of days per week based out of the Berks & Bucks FA offices in Abingdon. |
| Working hours | This is a full-time role at 35 hours per week and will include a combination of weekday and occasional evening work in line with the demands of the role. Flexible working arrangements are offered for any commitments outside normal working hours. |
| Contract type | Fixed Term Contract, expiring May 2024 |

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| Responsibilities |
| Compliance & Safeguarding <ul style="list-style-type: none">• Use FA IT systems to monitor safeguarding compliance across the grassroots' volunteer network to manage risk and assist in strategic planning.• Promptly identify non-compliant individuals and support Clubs to resolve non-compliance in accordance with the Berks & Bucks FA operating policies.• Provide the Designated Safeguarding Officer and Senior Leadership Team with regular reports on volunteer compliance |
| Discipline <ul style="list-style-type: none">• Support the Discipline Officer in raising appropriate disciplinary charges for breaches of FA rules and regulations within relevant timescales.• Support Clubs and Leagues with internal discipline administration and procedures• Arrange personal and non-personal hearings.• 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.• Collaborate with the Designated Safeguarding Officer on all matters involving under-18s and adults at risk within the disciplinary process.• Ensure that the Berks & Bucks Football Association is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'. |

Club & League Governance

- Provide the highest level of customer excellence to new and existing Clubs with general affiliation, player registration, accreditation and disciplinary processes and queries.
- Support the annual affiliation and registration of Clubs, Leagues, Players and Referees
- 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

- Contribute to ensuring that safeguarding and equality are embedded throughout the Berks & Bucks FA and grassroots football.
- Execute tasks as required to meet the Berks & Bucks FA changing priorities.

Person specification**Qualifications****Essential**

- Educated to A Level or equivalent.

Desirable

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

Skills**Essential**

- Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes.
- 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.
- Report-writing skills.
- Ability to use data to monitor and evaluate programmes.
- Influencing skills to champion change.

Desirable

- 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.
- Project management skills and experience – to plan, set and achieve objectives to deadlines.

| Knowledge and experience | |
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| Essential <ul style="list-style-type: none"> • Knowledge and understanding of FA rules and regulations. • Knowledge of how the County FA operates in partnership with The FA. • Knowledge of grassroots football structures and the National League System. • Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding. • Knowledge of the structure and partner organisations within football, nationally and within the County FA locality. | Desirable <ul style="list-style-type: none"> • Experience gained working in a regulatory or law environment. • Experience in the conduct and management of investigations, including case file preparation. • Knowledge and understanding of The FA's National Game Strategy and how the County FA Business Plans support its delivery. • Knowledge and understanding of working with volunteers. |
| Enhanced DBS Check required? | No |
| Clean, full driving licence? | Yes |

| The job holder will be expected to understand and work in accordance with the values and behaviours described below | |
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| BBFA value | Behaviours |
| PROACTIVE | Embraces new thinking in pursuit of continuous improvement: <ul style="list-style-type: none"> • Identifies the need for, and actions change in direction, practice, policy or procedure. • Questions the way things are done and takes informed risks. • Continuously seeks to improve efficiency and performance. |
| RESPECTFUL | Sets the standards for respectful behaviour across the game: <ul style="list-style-type: none"> • Maintains people's self-esteem when interacting with them. • Avoids pre-judgement when listening to suggestions from others. • Seizes the opportunity to apply FA standards at all times. |
| INCLUSIVE | Champions and ensures that football is, and will remain, a game for everyone: <ul style="list-style-type: none"> • Openly collaborates with colleagues and partners in the game • Provides equal opportunity to people of different backgrounds, experience and perspective • Seeks out and embraces new ways of thinking and working. |
| TRUSTED | Tenacious and accountable. Serving the whole game and doing the right thing: <ul style="list-style-type: none"> • Works relentlessly to overcome roadblocks or obstacles to achieve the goal. • Remains focused on seeing agreed goals through to completion taking pride in their work. • Maintains motivation for their team and themselves. |
| INSPIRATIONAL | The very best outcome achieved by sustained excellence in performance: <ul style="list-style-type: none"> • Seeks to achieve the highest levels of performance at all times. • Can be persistent to achieve a standard that others consider impossible. • Challenges others to go further and achieve more. |

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| Job description reviewed and modified by: | Alastair Kay, Head of Governance |
| Date job description reviewed and modified: | 22 July 2022 |
| Job description authorised by: | Liz Verrall, Chief Executive Officer |

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| 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.