



<b>Job Title:</b>	<b>Football Services Administrator (Discipline and Competitions)</b>	<b>Reports To:</b>	<b>CEO FDM</b>
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**Job Purpose:**

- To support successful delivery of the County FA NGS targets in partnership with key stakeholders

**Principal Accountabilities/Responsibilities:**

**Lead County Governance and Operations with regards to Discipline and County Cup Competitions**

**Discipline**

- To manage the Disciplinary process to ensure FA memorandum of procedures and regulations are complied with
- Process Discipline within Whole Game System (WGS)
- Process discipline payments onto Whole Game System (WGS)
- Ensure compliance with FA standard code of rules and conduct investigations into alleged breaches of FA rules and regulations, including those falling under The FA's Anti-Discrimination procedures.
- To be responsible for raising appropriate misconduct charges are raised for breaches of FA rules and Regulations within the relevant timescales
- Arrange Discipline Commissions for Personal, Non-Personal and Appeal Hearings within relevant timeframes.
- To act as Secretary on Personal Hearings.
- Manage 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.
- Responsible for Discipline queries from internal colleagues and external partners.
- 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.
- Provide services, advice and support to Referees and Individual Players dealing with Discipline.
- Implement and communicate new structures, Rules and Regulations to Clubs and Leagues.
- Provide information to customers via the website and other agreed Association Social Media Sites
- Provide updates on Disciplinary matters for Operations Manager.



## County Competitions

- Lead upon the administration of County Cup Competitions and Leagues including inputting data for Competition entries, fixtures and results upon FA Full Time System
- Manage the process of completed forms & payments for County Cup and League entries
- Administer all CFA County Cup and League Competitions upon FA Full Time System
- Work with the CFA Sanctions and Competitions Committee, CFA League Secretary and CFA MarComms Officer to administer the effective delivery of all CFA County Cup Competitions and Leagues including Making and distributing Draws, Liaising with CFA and Other League Appointments Officer regarding Referees, Liaising with committee with regards to disputes and/or queries, and supporting the CFA MarComms Officer in arranging and communicating regarding finals.
- Work with the Marketing and Communications Officer to deliver outstanding County Cup finals.
- To ensure all competition rules are managed and maintained effectively and efficiently.

## **Be an advocate of and committed to safeguarding and protecting children, young people and vulnerable adults at risk in football.**

- Regularly meet and collaborate with the DSO in all matters involving U18s or Adults at Risk in the disciplinary process
- Ensure the CFA is operating as a minimum to The FA Player and Club Guide to Personal Hearings.
- Read and comply with FA's safeguarding children policy and procedures
- Collaborate with the DSO to ensure the affiliation, sanctioning and registration process are managed effectively and safeguarding requirements are met by clubs, leagues and referees
- Support CFA in undertaking club site visits
- Attend and maintain appropriate safeguarding training and qualifications as deemed necessary by The FA and CFA.
- Provide administrative support to DSO/FDO (C&W)/RDO in ensuring that all coaches and referees have an up to date DBS check.
- Promptly report any concerns about safeguarding in line with agreed process.

## **Technology**

- To promote and provide administrative support to CFA staff and members around FA Technology Systems.

## **Provide administrative marketing and communication support to help raise awareness and improve the perception of the CFA**

- Provide administrative marketing support to dedicated CFA MarComms Officer
- To assist in the production of high-quality resources and communication to underpin the successful delivery of Cumberland FA's annual Business



**Office Operations**

- Deal with generic telephone and e-mail enquiries with regards to both governance and CFA Competitions
- Any other office management as nominated by the Chief Executive Officer.
- Any other duties prescribed by the Chief Executive Officer.
- Attend North West Regional and or National FA Network meetings.
- Attending FA forums & workshops aimed at improving the working/operation of the governance and/or administration team.

**Contribute towards raising the profile and perception of The CFA in leading and developing grassroots football**

- To assist in maintaining Cumberland FAs Continuous Improvement and Customer Excellence Plans to ensure provision of an excellent standard of Customer Service and Delivery.
- Deliver outstanding customer service

**Support the delivery of inclusion targets in the CFA Business Plan and NGS**

**Collate, analyse and use national and local data and insight to design and deliver customer focused services**

Knowledge/Experience/Technical Skills/Behaviours	
Knowledge/Experience/Technical Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>● Experience in an administration role</li> <li>● Excellent organiser and administrator (ability to co-ordinate delivery)</li> <li>● Good communication and presentation skills</li> <li>● Good interpersonal and team working skills</li> <li>● Good self-management of time and the ability to meet deadlines</li> <li>● Ability to work independently</li> <li>● Negotiating/Influencing skills and an ability to deal with and manage conflict</li> </ul>	<ul style="list-style-type: none"> <li>● Passion and knowledge of local grass roots football and its organisational and workforce structures</li> <li>● Graduate calibre</li> <li>● Administration Qualification</li> <li>● Experience of analysing reports and conducting investigations</li> <li>● Experience of running leagues and/or competitions</li> <li>● Knowledge of FA Rules and Regulations</li> <li>● Knowledge of The FA Disciplinary Procedures up to Step 65 of the National</li> </ul>



<ul style="list-style-type: none"> <li>• Demonstrate a working understanding and application of inclusion, equality, anti - discrimination, safeguarding and best practice</li> <li>• Diplomacy and the ability to deal appropriately with confidential information</li> <li>• Demonstrate success providing a range of customer support services</li> <li>• Excellent administration and IT Skills (Microsoft Office, Excel, Word, PowerPoint, Internet and E-Mail)</li> </ul>	<p>League System</p> <ul style="list-style-type: none"> <li>• An understanding of CFA operations</li> <li>• A detailed knowledge of The FA National Game Strategy</li> <li>• Knowledge of partner organisations within the CFA locality</li> <li>• Ability to think and work strategically with fellow staff/partner organisations to successfully deliver plans, programmes and courses</li> <li>• Budget and or Financial management skills/experience</li> <li>• Ability to communicate the interpretation and analysis of data.</li> <li>• Ability to analyse complex data</li> <li>• Knowledge of/experience with FA Information Technology systems including WGS and Full-Time</li> <li>• Experience in Marketing and communication</li> <li>• FA Safeguarding Children and/or WOW qualification(s)</li> <li>• A Full driving license</li> <li>• Ability to fulfil work commitments on an evening and at weekends</li> </ul>
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**CFA Values**

<ul style="list-style-type: none"> <li>• <b>Connecting – with our members in an approachable and flexible manner to suit our grassroots community</b></li> <li>• <b>Supporting – our members in an honest, equal and fair way</b></li> <li>• <b>Developing – grassroots football within the county, promoting safeguarding, respect and equality in everything we do.</b></li> </ul>
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**Further Information**

As this role involves direct 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 Check to ensure their suitability for the role. Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope



<b>Completed by Name/Role:</b>	Ben Snowdon (CEO)
<b>Signature:</b>	<i>Ben Snowdon</i>
<b>Date:</b>	November 2019
<b>Signed by Job Holder:</b>	
<b>Printed Name:</b>	
<b>Date:</b>	

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.