



Job Description and Person Specification

Job title	Football Operations Officer
Reports to	Deputy CEO

Job purpose(s)	
<ul style="list-style-type: none"> To support delivery of The FA Grassroots Football Strategy and the Hertfordshire FA Operational Plan To administrate on aspects relating to football governance, including discipline and regulations, County Cups and office operations To contribute to the effective implementation of The FA's Safeguarding 365 standard for County FA's To administer and support League, Club and Referee affiliation To support the adoption of FA technology systems across grassroots football and be a focal point on how the systems work and operate Train and support Clubs, Leagues and customers on the user of FA technology systems To carry out administration tasks to support the Board, Council and committees 	
Direct reports	N/A

Location	Flexible working options available, Hertfordshire FA, Baldock Road, Letchworth, SG6 2EN
Working hours	35 hours per week. Some evening and weekend work may be required at times throughout the season
Contract type	Permanent
Salary	£22,500

Responsibilities	
<ul style="list-style-type: none"> Administer and oversee all discipline manners, liaising and supporting Sport Integrity Matters with discipline investigations and cases Act as Secretary on personal hearings/manage those who do act as secretary (4.1.3, S365) Manage the Discipline Committee and arrange commissions, attendance, training for all involved Administer and support the annual affiliation window for Clubs and Leagues using the latest FA Technology Provide Secretarial support, preparing Agendas and minutes for meetings Develop relationships and provide technology support to Leagues, Clubs and Referees Support U18s and administer Safeguarding 365 within the discipline and affiliation process, attending weekly meetings with the Designated Safeguarding Officer (4.1.1, S365) Train and develop on FA Technology systems, providing support and education to our stakeholders throughout the season Undertake any other duties reasonable requested by the Deputy CEO or the Association 	

Knowledge/Experience/Technical Skills	
<p>Essential</p> <ul style="list-style-type: none"> Experience in a secretarial/administration role Ability to work within a team and with key stakeholders Significant experience of using Microsoft Office including Word, Excel and PowerPoint Able to deliver publicly training on Computer systems Ability to work at times in high pressured and emotive matters 	<p>Desirable</p> <ul style="list-style-type: none"> Knowledge/experience of grassroots football Experience working in a regulatory or sports law environment Understanding of working with volunteers Knowledge of Safeguarding 365 and requirements of the County FA

<ul style="list-style-type: none"> • Project management skills and experience – setting and achieving objectives, managing workload • Exceptional Customer service • Understanding and knowledge of minute taking/report writing 	
Enhanced DBS Check required?	Yes
Clean, full driving licence?	Yes

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
Trust	<ul style="list-style-type: none"> • I trust my colleagues to deliver quality work.
Respect	<ul style="list-style-type: none"> • I respect the opinions of those around me.
Teamwork	<ul style="list-style-type: none"> • I will listen and empathise to build trusted relationships.
Efficiency	<ul style="list-style-type: none"> • I will encourage new and simple ways of working.
Honesty	<ul style="list-style-type: none"> • I work transparently and confidentially.

Job description reviewed and modified by:	Karl Lingham
Date job description reviewed and modified:	20 September 2022
Job description authorised by:	Karl Lingham (CEO)

Signed by job holder (on appointment):	
Date signed:	