



Role Profile

Job Title:	Investigations Officer		
Salary Banding :	£25k-£31k pro rata (based on experience)		
Reports To:	Head of Governance	Jobs Reporting into the Job Holder:	There are no line reports to the post holder
1. Job Purpose			
<ul style="list-style-type: none"> To act in the best interests of Children and Young People at all times and to ensure their welfare is considered in all decision and actions taken. To deliver the London FA's discipline processes and investigations into on and off-field behaviour and reported misconduct. To sanction and administer each case according to FA rules and regulations and timeframes To help deliver the club and leagues affiliation and sanctioning process, supporting the delivery of the London FA strategic plan and National Game Strategy in partnership with colleagues and key stakeholders 			
2. Principal Accountabilities/Main Responsibilities			
<ul style="list-style-type: none"> To ensure the London FA Designated Safeguarding Officers are involved in relevant disciplinary matters involving young people under 18, as well as adults at risk. To attend weekly meetings along with the Workforce Development Officer, and Designated Safeguarding Officers to discuss specific cases involving U18s and adults at risk. To provide age appropriate support to all U18s involved in the disciplinary process, and to ensure the relevant level of support is provided where adults at risk have been identified. To act on feedback from those involved in the disciplinary process, including any specific issues highlighted by U18s and adults at risk. To accurately investigate and administer misconduct cases, including aggravated breaches, using timeframes set by The Football Association. To have a thorough understanding of the FA Rules & Regulations. To provide up-to-date advice and guidance to LFA clubs and leagues on all aspects of discipline. To assist the Football Services Administrator (Discipline) in co-ordinating and arranging disciplinary commissions, personal hearings and appeals as and when required. To act as Secretary at hearings and appeals. To assist the Football Services Administrator (Discipline) in order to administer the Football Debt Recovery process, as and when required. To provide information and regular discipline updates to Head of Governance, the Senior Management Team, the LFA Judicial Committee, and the LFA Board of Directors. To inform & update the LFA Council, Board and Independent Panel Members with the latest discipline rules, guidance and information. To provide general administration support to the Discipline team in order to assist with other duties including general enquiries, online player 			



registration, updating and maintaining player records, updating suspensions and taking payments, as and when required.

- To run workshops to support clubs, leagues and Disciplinary Panel Members.
- To deliver the performance framework that will support the delivery of the London FA Strategic Plan
- To support the delivery of other key areas of the business as required, including club affiliations, league sanctioning, safeguarding visits and at the LFA County Cup Finals
- To show commitment to on-going professional development.



3. Knowledge/Experience/Technical Skills/Behaviours	
a) Essential	
<ul style="list-style-type: none"> ▪ Experienced in working in a work in high pressure environment and able to deliver results within agreed time frames ▪ Experience of working with challenging customers and support the delivery of their enquiries. ▪ Excellent administration, secretarial and IT skills ▪ Ability to prioritise and structure work ▪ Attention to detail ▪ Excellent communicator – verbal and written ▪ Ability to read, digest and assimilate information quickly and effectively ▪ Ability to form good working relationships with internal and external customers ▪ Work practically and methodically ▪ Able to effectively monitoring and evaluation ▪ Project management skills ▪ Able to work and lead within a team environment to deliver agreed outcomes ▪ Ability to think 'outside of the box' and gather and collate information ▪ Ability to review process and make improvements to make ▪ Ability to run workshops and training sessions to a wider range of audiences 	
b) Competency	c) Values
<ul style="list-style-type: none"> ▪ Teamwork ▪ Communicating ▪ Delivery Customer Excellence ▪ Developing Self and Others ▪ Integrity ▪ Conflict Management ▪ External Awareness 	<ul style="list-style-type: none"> ▪ Leadership ▪ Professionalism ▪ Collaboration ▪ Integrity ▪ Performance
Further Information	
<ul style="list-style-type: none"> • Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities? NO • Although the core hours of this role is Monday-Friday between 9-5pm there will be some weekend/evening work required. This will be discussed in more detail during the interview. 	
Completed by Name/Role	
Signature	
Date	