



MIDDLESEX FA
CUP WINNER

RECRUITMENT PACK

**Football Services Officer
(Investigations & Behaviours)**





Who we are

Middlesex Football Association are a charitable organisation providing everyone with the opportunity to participate in football across our Boroughs which are the most densely populated and diverse in the country.

We aim to ignite positive change through the power of football. The purpose of everything we do is to unite communities, tackle inequalities, and promote health across our county. Our values are integral to everything we do. We are committed to making the grassroots game better. Through continuous connection with our local community, we will work creatively and collaboratively to enhance their experience.

We nurture the grassroots game, fostering a love for the sport that extends far beyond the pitch. By building strong relationships with our community, we will understand their needs and will develop solutions together, to ensure everyone has the chance to participate.

With unwavering dedication and a spirit of innovation, we are building a Middlesex where football flourishes, inspiring a brighter future for all.

Our Strategy

'Realising Our Potential' is our current four-year strategy which is made up of four strategies which include Commercial, Middlesex Community Football Centres, Equality, Diversity and Inclusion, and a Grassroots Strategy.

Our Purpose

Inspiring positive change through football by uniting communities, tackling inequalities and improving the health of the Middlesex Football community.

Our Values

We are Committed – We are committed to governing the game in a way that is fair and treats everyone the same regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.

We are Creative – We are creative, always finding new ways to stay ahead and serve our football community. We learn from our experiences and focus on the future.

We are Collaborative – We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are listening to feedback and meeting their needs. We will collaborate as a team to share knowledge, provide feedback and work as a team to meet our common goal.

We are Connected – We are connected with our community, operating with a customer-focused approach that puts our participants at the heart of what we do.

For further information on Middlesex FA please visit our website and please review our Annual Report and our four-year strategy 'Realising Our Potential'.

Season Review link <https://www.middlesexfa.com/news/2023/jun/15/season-review>

Strategy link TBC

ROLE DESCRIPTION

FOOTBALL SERVICES OFFICER (INVESTIGATIONS & BEHAVIOURS)

What is the role?

We are looking for a Football Services Officer (Investigations & Behaviours) to help administer the County FA's discipline workload in-line with FA Regulations. The position requires a strong work ethic as well as great team-working and communication skills.

In addition, the role requires a proactive and positive approach to help create a Positive Football Environment in Middlesex. The successful candidate will manage a budget and work with leagues and clubs to create initiatives which will aim to create a lasting positive impact.

Tackling poor behaviour will remain a key focus in our new 2024-2028 Strategy and therefore it's important to ensure that we continue to make progress in this area of work.

What will you do?

- To undertake regulatory and operational administrative functions of the business.
- To support delivery of The FA National Game Strategy and the Middlesex FA Business Strategy.
- To assist in the efficient running of the Football Services department, specifically the discipline department.
- To create a positive football environment and help tackle poor behaviour within Middlesex.
- 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.

Application Deadline: Monday 30th September 2024

To apply, please submit your full curriculum vitae detailing career and achievements, as well as a covering letter addressing the role description and person specifications by clicking [HERE](#)

If you need any more information or have any questions about this role please contact daniel.may@middlesexfa.com



APPLICATION PROCESS

To apply, please submit your full curriculum vitae detailing career and achievements, as well as a covering letter addressing how you meet the role description and person specifications by clicking [HERE](#).

Please make sure to review the recruitment pack in full before completing your application. If for any reason you are unable to access or complete the application, please contact management@middlesexfa.com who can arrange for any reasonable adjustment to be made for your application.

If shortlisted, you will be invited to attend an interview for this role. The interview will be arranged at your convenience, Middlesex FA will happily work around your current commitments and responsibilities.

Middlesex FA is committed to equality, diversity and inclusion. Striving to be fully representative of the community it serves by ensuring that all job applicants, third-party partners, and members of staff are treated equally, without discrimination because of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability, or age.

KEY DATES

APPLICATION CLOSING DATE: Monday 30th September 2024

INTERVIEWS: Monday 7th October 2024



INDIVIDUAL ROLE PROFILE

FOOTBALL SERVICES OFFICER (INVESTIGATIONS & BEHAVIOURS)

Role Title: Football Services Officer (Investigations & Behaviours)

Reports to: Head of Football Services

Direct Reports: N/A

Role Purpose: To undertake regulatory and operational administrative functions of the business.

To support delivery of The FA National Game Strategy and the Middlesex FA Business Strategy.

To assist in the efficient running of the Football Services department, specifically the discipline department.

To create a positive football environment and help tackle poor behaviour within Middlesex.

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To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.

Salary Band: £25,000-£28,000

Working Hours: 35 hours per week. Flexible working hours between 8:00am – 6:00pm with a minimum requirement of two days in the office per week. Some evening and weekend work will be required.

Contract Type: Fixed term until 30th June 2028

Location: Office/home based (Middlesex FA HQ, UB5 5FA) with regular travel across the county.

RESPONSIBILITIES

- 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.
- Raise appropriate misconduct charges for breaches of FA rules and regulations within relevant timescales.
- Arrange personal and non-personal hearings and act as the secretary to commissions.
- Ensure that the Middlesex FA is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'.
- Support the local disciplinary panel and any training requirements.
- Support in dealing with reports of discrimination, when required.
- Support club and league secretaries with the discipline process and providing updates where necessary.
- Provide regular updates on disciplinary matters to the Head of Football Services.
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk in the disciplinary process.
- 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.
- Create proactive initiatives to help create a positive football environment within the County.
- Administer the County FA's Football Watch programme, designed to deter poor behaviour and lead to improved behaviours within clubs.
- Deliver workshops to volunteers on how to manage discipline and embed best practice into their clubs and leagues.
- Support with appeals and complaints in conjunction with the Head of Football Services where necessary.
- Support the affiliation of clubs and ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- 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.
- Provide the highest level of customer excellence to support volunteers across all FA Technology systems.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Middlesex FA and grassroots football.
- Execute tasks as required to meet the Middlesex FA changing priorities.

PERSON SPECIFICATION

Essential (Required to fulfil the role)

- Educated to A Level or equivalent.
- Exceptional customer service.
- Outstanding communication and presentation skills.
- 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.
- Project management skills and experience – to plan, set and achieve objectives to deadlines.
- Report-writing skills.
- Ability to use data to monitor and evaluate programmes.
- Influencing skills to champion change.

Desirable (Beneficial, but can be learned in role)

- Two years' sports administration or development experience.
- Budget management skills.
- 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.
- A working understanding and application of inclusion, equality and antidiscrimination, safeguarding and best practice.
- Knowledge of The FA Rules and Regulations, FA systems and grassroots football infrastructure.
- Experience of Safeguarding in Sport.

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WHY WORK FOR MIDDLESEX FA?

CYCLEScheme

Staff can purchase commuter bikes and cycling accessories which is taken before tax as a salary sacrifice and paid back to MFA over a 12-month period.

BIRTHDAY

We give you your birthday off! If it falls on a Saturday or Sunday, you will be given the Friday or Monday.

ADDITIONAL DAYS

We choose to close the office and give you time off at Christmas but reviewed yearly. We give you two volunteering days a year (to take place in Middlesex).

STAFF SOCIALS

Our team training days always contain social activity.

TRAINING

We offer financial and professional support for education and training (linked to your role) but supportive of your own personal development.

ACCESS TO FA TICKETS

Staff Members have the opportunity to purchase tickets, allocated to County FAs, for England internationals and the FA Cup Final.

FLEXIBLE AND AGILE WORKING

We offer flexible working, giving you the opportunity to work from home, remotely and to manage your own time around your personal life and family.

STAFF DISCOUNT

Staff can purchase goods from Rectory Park at a discount.

STANDARD BENEFITS FOR MIDDLESEX FA?

Workplace pension scheme

Free Nike Staff Uniform every year

Employee Assistance Programme

Opportunity to be part of the Health and Wellbeing Group (This group supports all staff on a range of topics such as fundraising for our Charity Partner, Health and Fitness, Wellbeing Workshops, Staff Socials and much more)

Annual Leave entitlement

Middlesex FA



Middlesex FA

