



MIDDLESEX FOOTBALL

Job Description and Person Specification

Job title	Head of Football Services
Reports to	Chief Executive Officer

Job purpose(s)	
<ul style="list-style-type: none">To support delivery of The FA National Game Strategy and the Middlesex FA Business Strategy.To lead on all aspects relation to football governance, discipline and regulation.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.	
Direct reports	Football Services Officers x 3, Designated Safeguarding Officer and Marketing & Communications Officer

Location	Office based (Middlesex FA HQ, UB5 5FA) with some travel across the county.
Working hours	35 hours per week. Flexible working hours between 8:00am – 6:00pm with a requirement of 2 days in the office per week. Some evening and weekend work will be required.
Contract type	Permanent
Starting salary	£38,000 to £42,000 per annum

Responsibilities	
<ul style="list-style-type: none">Identify, manage and develop relationships with key partners to meet the strategic objectives of the Middlesex FA.Awareness of all the Middlesex FA policies and procedures, ensuring that they are reviewed annually and updated where necessary.Work with The FA and partners to deliver national programmes and services that meet the needs of stakeholders.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 when required.Ensure the Middlesex FA meet the targets and timings of all cases for the National Serious Case Panel.Manage the local disciplinary panel and any training requirements In partnership with the Regional Discipline Panel.Manage all reports of discrimination and ensure all panel members maintain their training requirements to remain qualified.Regularly meet 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.	



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- Regularly meet with the Designated Safeguarding Officer and Football Services Officer (Referees) 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.
- Ensure that the Middlesex FA is operating at a minimum to The FA's 'Player and Club Guide to Personal Hearings'.
- Support club and league secretaries with the discipline process and provide updates where necessary.
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within disciplinary processes.
- Provide support with appeals and complaints in conjunction with the Chief Executive Officer where necessary.
- Support the affiliation of clubs and ensure safeguarding requirements are met.
- Ensure leagues fully comply with The FA Standard Code of Rules 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 (FA Events, Whole Game System, Matchday app and Full-Time).
- Manage the Football Services Officers and Designated Safeguarding Officer in line with personal and performance reviews; setting targets, monitoring performance and identifying training requirements.
- Awareness of the safer recruitment policy to ensure that staff and volunteers deployed by the Middlesex FA are suitable for their roles and uphold the values and behaviours of the Middlesex FA and it is applied to new appointments.
- Provide regular updates on disciplinary matters to the Chief Executive Officer.
- Manage Football Services budgets and provide quarterly reports.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Middlesex FA and grassroots football.
- Provide support to the Chief Executive Officer when required to do so.
- Execute tasks as required to meet the Middlesex FA changing priorities.

Person specification

Qualifications

Essential

- A degree level qualification or equivalent experience.

Desirable

- Qualification in sports governance, sports law and regulation or equivalent experience.

Skills

Essential

- Strategic thinking and planning skills.
- Self-motivated with excellent leadership skills and ability to build trust-based relationships.
- Excellent internal and external stakeholder relations and customer service skills.
- Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes.
- Project management skills and experience – to plan, set and achieve objectives within deadlines.

Desirable



<ul style="list-style-type: none"> • Ability to coach, develop and manage the performance of staff. • Exceptional communication, interpersonal and influencing skills. • Effective report-writing and presentation skills. • Effective prioritisation and time management skills. • Excellent IT skills, including the use of Microsoft Office applications. • Excellent problem-solving and decision-making skills. • Budget management skills. • Ability to use data to monitor and evaluate programmes. 	
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Knowledge and experience

Essential

- Knowledge and understanding of FA rules and regulations.
- Experience in the conduct and management of investigations, including case file preparation.
- Knowledge of how the County FA operates in partnership with The FA.
- Knowledge of grassroots football structures and the National League System.
- Knowledge of and commitment to equality, diversity and inclusion.
- Knowledge of The FA's Safeguarding Operating Standard.
- Knowledge of good people management practice.

Desirable

- Experience gained working in a regulatory or law environment.
- Experience of utilising mapping programmes to support strategic and logistical planning.
- Knowledge and understanding of The FA's Grassroots Football Strategy and how the County FA Business Plans support its delivery.
- Knowledge and understanding of working with volunteers.

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
COMMITTED	We are committed to doing the right thing. Governing the game in a way that's fair to all 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.
CREATIVE	We are creative. Adopting creative solutions to ensure we stay ahead of the game and meet the needs of our football community. We will focus on the future and learn from the past.
COLLABORATIVE	We are collaborative. We will engage with local and national partners to offer benefits to our football community. We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are meeting their needs and listening to their feedback. We will collaborate with each other to share knowledge, provide feedback and work as a team to meet our common goal.
CONNECTED	To be connected. We are connected to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do.



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Benefits of working at Middlesex FA

- Flexible working, combining office and home locations to suit your needs and the business
- Workplace pension scheme
- A day off on your birthday
- Access to the cycle to work scheme
- Free Nike Staff Uniform every year
- Employee Assistance Programme
- Customer Service Awards
- Access to FA Cup Final Tickets and England Tickets at Wembley
- 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)
- 2 Volunteering days a year (to take place in Middlesex)
- Personal Development Budgets
- Professional Development Plan
- 20 days annual leave as standard
- Additional Days leave after 5 years' service
- 15% Staff Discount at Rectory Park

Job description reviewed and modified by:	Kayleigh Saunders, Head of Football Services
Date job description reviewed and modified:	19/07/2022
Job description authorised by:	Leigh O'Connor

How to apply	Submit your CV and Cover Letter on the link below. https://middlesexfa.peoplehr.net/Pages/JobBoard/Opening.aspx?v=5928aef1-ac84-4422-bee6-e32e87feb818
Deadline for applications:	24 th August 2022
Interview Date:	8 th or 9 th September 2022

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.