



## Job Description and Person Specification

<b>Job title</b>	Football Operations & Safeguarding Support Officer
<b>Reports to</b>	Head of Football Operations

<b>Job purpose(s)</b>	
<ul style="list-style-type: none"> <li>To support delivery of The FA Grassroots Football Strategy and the Nottinghamshire FA Business Strategy.</li> <li>To assist in the efficient running of the Football Operations department.</li> <li>To support the Discipline, Respect and Safeguarding processes across the business.</li> <li>To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.</li> <li>To support the adoption of FA technology systems across grassroots football.</li> <li>To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.</li> </ul>	
<b>Direct reports</b>	None

<b>Location</b>	Nottinghamshire County FA Offices & Remote Working
<b>Working hours</b>	35 hours per week with a requirement for occasional evening and weekend work
<b>Contract type</b>	Fixed Term Contract in line with the FA National Game Strategy

<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>Provide administrative support to the discipline process in conjunction with Sport Integrity Matters (SIM) including reviewing and actioning the recommendations made by SIM.</li> <li>Arrange personal and non-personal hearings and act as the secretary to commissions when required.</li> <li>Support appeals and complaints in conjunction with the Head of Football Operations where necessary.</li> <li>Provide administrative support including the recording of Respect cases through the use of Smartsheets.</li> <li>Co-ordinate the Respect Working Group to attend matches involving clubs who have been reported to the CFA for Respect issues</li> <li>Work closely with the Designated Safeguarding Officer to ensure that all Low Level Concerns (LLC's) are recorded on the tracker system and are actioned as appropriate.</li> <li>Provide administrative support to the Designated Safeguarding Officer to co-ordinate the Safeguarding 365 Validation Visits including obtaining training information prior to the visit and updating the system post visit.</li> <li>Provide administration support to safeguarding programmes, activities, events, communications and online Club Welfare Officer meetings.</li> <li>Provide reports and feedback to Senior Management Team (SMT) on cases and trends which may be evident</li> <li>Support participants with DBS queries and document verification.</li> <li>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).</li> <li>Ensure that grassroots football is inclusive, diverse and reflective of local communities.</li> <li>Contribute to ensuring that safeguarding and equality are embedded throughout the Nottinghamshire FA and grassroots football.</li> <li>Execute tasks as required to meet the Nottinghamshire FA's changing priorities.</li> </ul>	

<b>Person specification</b>
-----------------------------

Qualifications	
<b>Essential</b> <ul style="list-style-type: none"> <li>GCSEs in Mathematics and English at Grade C or above (or equivalent).</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>A qualification in business administration.</li> </ul>
Skills	
<b>Essential</b> <ul style="list-style-type: none"> <li>Ability to work independently and as part of a team.</li> <li>Excellent organisational skills and the ability to prioritise workload effectively.</li> <li>Excellent problem-solving and decision-making skills.</li> <li>Ability to communicate effectively and in a manner appropriate to the audience.</li> <li>Commitment to delivering exceptional standards of customer service.</li> <li>Ability to use Microsoft Office effectively (Word, Excel, Power Point).</li> <li>Attention to detail and an ability to manage accurate recording and reporting of information.</li> </ul>	<b>Desirable</b>
Knowledge and experience	
<b>Essential</b> <ul style="list-style-type: none"> <li>Knowledge of grassroots football governance and regulation.</li> <li>Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Knowledge of The FA's Grassroots Football Strategy,</li> <li>Knowledge and understanding of working with volunteers,</li> </ul>
<b>Enhanced DBS Check required?</b>	YES
<b>Clean, full driving licence?</b>	YES

The job holder will be expected to understand and work in accordance with the values and behaviours described below.	
FA value	Behaviours
INTEGRITY	<b>Demonstrating integrity at work:</b> <ul style="list-style-type: none"> <li>Respect other opinions. Honouring colleagues, managers and stakeholders opinions and ideas</li> <li>Reliable and trustworthy</li> <li>Responsible and accountable for your actions</li> </ul>
COLLABORATIVE	<b>Encourage collaborative behaviour:</b> <ul style="list-style-type: none"> <li>Listening and evolving together, helping and supporting each other</li> <li>Open to and accepting of new ideas</li> <li>Communicate clearly, actively listening to others, taking responsibility and respecting diversity</li> </ul>
INNOVATIVE	<b>Practical implementation of ideas resulting in new services and engagement:</b>



**FOR ALL**



	<ul style="list-style-type: none"><li>• Connect to your own creativity</li><li>• Develop your curiosity and observation skills</li><li>• Introduction and application of new ideas, products, processes and procedures</li></ul>
--	--

<b>Job description reviewed and modified by:</b>	Elaine Oram CEO
<b>Date job description reviewed and modified:</b>	18/12/23
<b>Job description authorised by:</b>	Elaine Oram CEO

<b>Signed by job holder (on appointment):</b>	
<b>Date signed:</b>	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.