

H  **ME**

IS WHERE IT STARTED

WEST RIDING FA

**FOOTBALL SERVICES OFFICER
[DISCIPLINE]**

VISION:

**TO CREATE ENJOYABLE EXPERIENCES AND
HELP FORM LASTING MEMORIES THROUGH FOOTBALL**

PURPOSE:

MORE PEOPLE PLAYING MORE OFTEN



ABOUT WEST RIDING FA

The West Riding County Football Association (West Riding FA) is the governing body of football in the county of West Riding (West Yorkshire and surrounding areas). We are the 5th largest County Football Associations in the country and oversee all aspects of the game within our boundary.

We are responsible for providing the structure and support that enables our players, coaches, volunteers, and referees to perform their role with ease. Our utmost priority is that every participant in our county is given the opportunity to develop in a progressive and enjoyable environment.

In addition to our governance responsibilities, we concentrate heavily on the development of the local game and maintain a strong emphasis on the evolution of our stakeholders. By promoting "Football For All" we encourage participation across all sections of society, inclusive of age, ability, race, religion, Sexual Orientation or socio-economic status.

By developing innovative programmes and cultivating opportunities in alignment with our

governing body (The FA), we deliver the National Game Strategy in our County. We are immensely proud of our thriving culture throughout the non-professional game, a sector widely referred to as "Grassroots" football.

We believe it is essential to uphold our traditions and embrace the legacy of our past. However, we are very much a progressive organisation, happy to celebrate our history without residing on it.

Although the West Riding FA has been the governing body of all association football in the county for over 100 years, today we are an energetic, innovative, and ever-changing organisation.

As a not-for-profit organisation, West Riding FA reinvests back into the game any surplus in funds into improving products and services to grassroots football, growing, and retaining the game at all levels and formats, and supporting the workforce and facilities infrastructure to drive the game forward.



OUR STRATEGY

Our Strategy cycle is aligned to that of the Football Association with each cycle comprising 4 years. The current being 2021-2024.

REVIEW THE WEST RIDING FA RE-SET STRATEGY 2021-24 HERE

REVIEW THE FOOTBALL ASSOCIATION'S GRASSROOTS STRATEGY HERE



OUR STRATEGIC PRIORITIES



KEY PERFORMANCE INDICATORS

- # REGISTERED MALE PLAYERS
- # REGISTERED FEMALE PLAYERS
- # REGISTERED DISABLED PLAYERS
- # OF NEW WEETABIX WILDCATS PROVIDERS
- # OF WEETABIX WILDCATS PROVIDERS
- % OF YOUTH CLUBS WITH AT LEAST ONE GIRLS' TEAM
- MEETS THE FA THE STANDARD FOR FEMALE YOUTH COMPETITION PATHWAY
- # OF CLUBS PROVIDING FULL FEMALE PLAYER PATHWAY
- # GRASS PITCHES ACHIEVED 'QUALITY GRASS PITCH STANDARD' THROUGH ASSESSMENT
- % YOUTH TEAMS WITH A QUALIFIED COACH
- # OF LEARNERS ATTENDING CPD (NOT UNIQUE LEARNERS)
- # REFS RECRUITED
- # REFS CONVERTED
- # REFS RETAINED
- # REFS PROGRESSED
- ACHIEVE THE EQUALITY STANDARD FOR SPORT - PRELIMINARY LEVEL
- MEET THE SAFEGUARDING OPERATING STANDARD
- MEET THE FA CODE OF GOVERNANCE
- MEET FA FINANCE OPERATING STANDARD

ROLE:	Football Services Officer (Discipline)
CONTRACT TYPE:	Fixed Term until 30 th June 2024 (this period is in line with the current strategy cycle. The role is likely to be extended into the next strategy cycle 2024-2028).
HOURS PER WEEK:	35 hours
SALARY:	£23,000
BASE:	West Riding County FA Headquarters, Fleet Lane, Woodlesford, Leeds, LS26 8NX
ADDITIONAL BENEFITS:	<ul style="list-style-type: none"> • Bike to Work Scheme • Cash Plan (Medical) • Nike Kit • Death in Service Insurance • Employee Pension Scheme • Time off In Lieu Policy • Working from Home Policy • Flexible Working Policy • Individual Training and Education Support Packages

DO YOU LOVE FOOTBALL?

Are you a graduate searching for your first career in sport or just a football enthusiast itching for a career change? this job might be for you.

Grassroots football is our bread and butter. It's an incredible, dynamic environment for players and volunteers and its our job to support everyone who makes our number one sport happen week in week out.

We employ a small team of 20 people across a range of roles including facility development, coach and referee development, club and league development, safeguarding, equality, inclusion and diversity and commercial delivery.

We are looking for an enthusiastic discipline ninja who thrives under pressure and who is enthused by the chance to manage all aspects of football discipline through exceptional customer service.

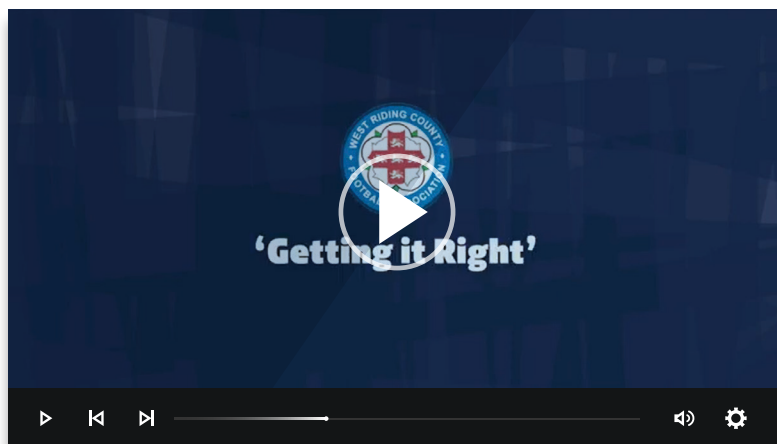
As you probably can imagine, football discipline isn't regarded as the sexiest part of the game, but it is vital in ensuring that players, volunteers, and spectators can enjoy the game in safe, respectful environments.

Discipline conversations can be challenging so we are looking for resilient, respectful people to lead with confidence and conviction.

Working closely with the Discipline Lead you will be at the heart of our regulatory team managing all disciplinary administration relating to offences including red cards, yellow cards, misconducts and, where necessary, conduct investigations into alleged on field and off field offences, including serious cases such as violent conduct and discriminatory language and/or behaviour.

Average number processed in a season (August – May)

Cautions (Yellow Cards)	8,453
Standard Charges (Red Cards)	1,034
Misconducts	458
Serious Cases	425
Discrimination Cases	33
Personal Hearings	55



A thorough training programme will be provided to get you up to speed as well as ongoing professional development opportunities to help you achieve your best and climb the ladder.

HOW TO APPLY

To apply for this position, please complete and return the online application form: ['Application – Football Services Officer \(Discipline\)'](#).

Closing date: Thursday 11th May 2023

Interviews: Wednesday 17th May 2023

SAFEGUARDING CHILDREN, YOUNG PEOPLE, AND ADULTS AT RISK

The CFA is committed to safeguarding children, young people, and adults at risk. All eligible roles are subject to an Enhanced DBS Check. This role does not involve regulated activity with children or young people under the age of 18yrs, within the context of the job or any subsequently related activities or responsibilities and does not require an Enhanced DBS check.

If you do not have the formal qualifications specified but can demonstrate skills or experience of an equivalent standard, we would be interested in your application.

NEXT STEPS

For an informal conversation about the position,
please contact:



JO DE TUTE
Head of Football Development
0113 2821222
joanne.detute@westridingfa.com

We (West Riding FA) are committed to equality and diversity. We strive to be fully representative of the community we serve by ensuring that all job applicants 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.

Please complete the [Diversity Monitoring Form](#). Completing this form is voluntary. You are not obliged to answer any of these questions but the more information you supply, the more effective our monitoring will be. All information detailed will be treated anonymously and not be shared with the Recruitment Panel for the role you are applying for.

By completing this monitoring form, you are helping us stay relevant within grassroots football across West Riding and the wider region. As part of our continued commitment to equality, diversity, and inclusion we use the data collected in this form to shape our activities, policies, and practices.

We are committed to addressing individuals from historically underrepresented groups. We aim to tackle this inequality by shortlisting for interview a minimum of two applicants with ethnically diverse, disability or female characteristics that meet the essential criteria for the advertised roles only.

[CLICK HERE](#)



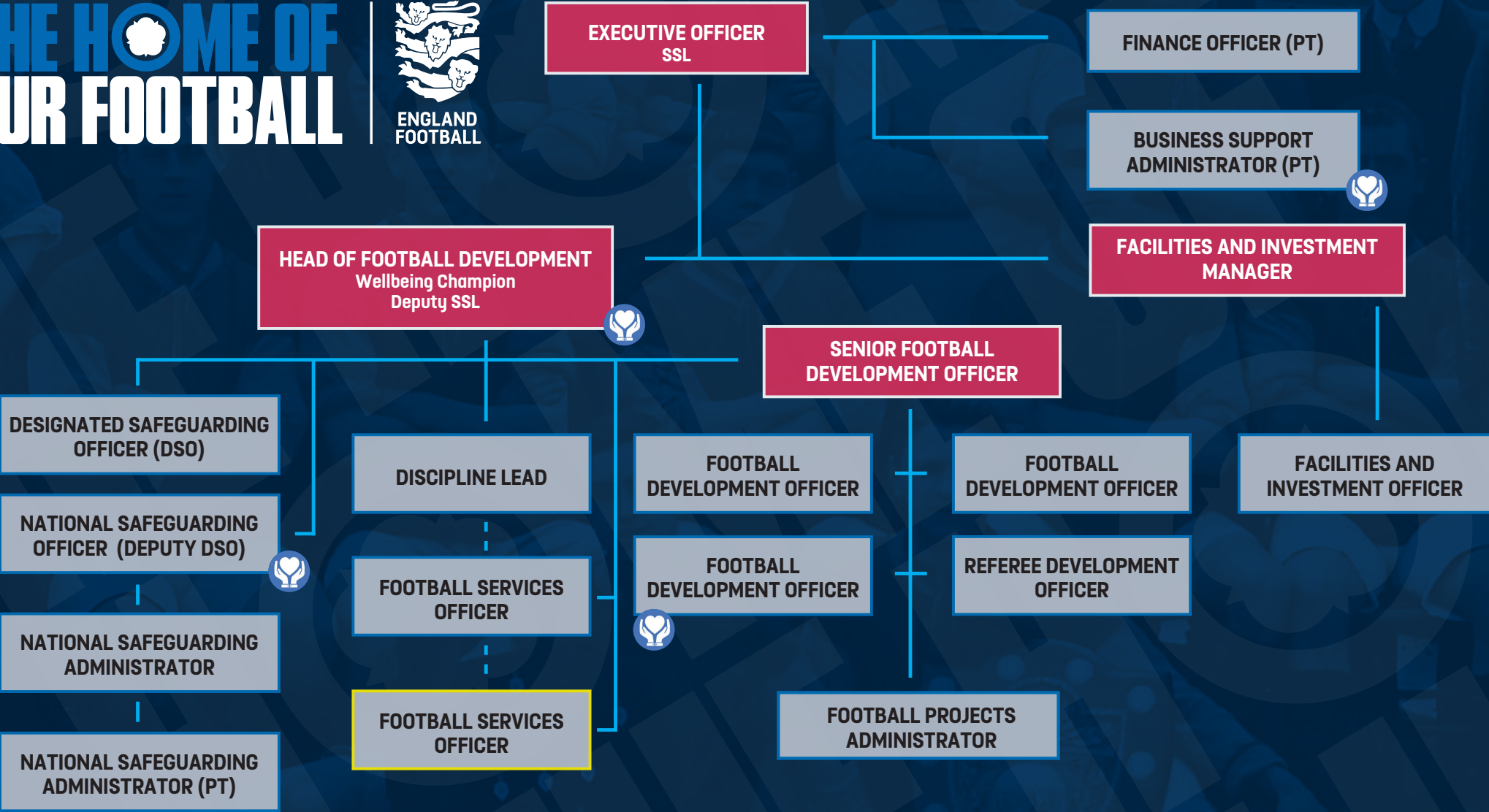
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STAFFING STRUCTURE

**THE HOME OF
OUR FOOTBALL**



Senior Management Team

--- Supervisory Responsibility

Employee Think Tank

JOB ROLE PROFILE

JOB TITLE:	Football Services Officer (FSO)		
REPORTS TO:	<ul style="list-style-type: none"> • Reports daily to the Discipline Lead • Line managed by the Head of Football Development 	JOBS REPORTING INTO THE JOB HOLDER:	None

ROLE PURPOSE:

- To work as part of a Football Services Team of 3 people to effectively deliver the FA Rules and Regulations to grassroots football in West Riding, including on field and off field discipline.
- To support delivery of The FA Grassroots Football Strategy and the West Riding FA Business Strategy

PRINCIPAL ACCOUNTABILITIES/RESPONSIBILITIES

- Implement the registration, sanction, affiliation and registration of Players, Leagues, Competitions, Associations and Clubs offering support to all stakeholders to navigate FA digital systems (Whole Game System, Matchday, Full Time).
- Implement the Disciplinary administration processes for on-field and off-field offences in line with the FA Disciplinary Regulations and company policies procedures and processes. Including:
 - Investigate alleged breaches of FA Rules and Regulations, including those falling under The FA's Anti-Discrimination procedures and other serious cases.
 - Ensure appropriate charges are raised for alleged breaches.
 - Implement the process of Personal and Non-Personal Hearings.
- Work alongside other functional units of the business (Referees Development, Safeguarding, Football Development, and Business Services) to provide an efficient, transparent, and consistent level of service to customers ensuring compliance with all policies, procedures, and standards.

The role is a customer facing role. The role involves communicating daily with participants (clubs, players, leagues, and referees) via face to face, email or on the phone.

THE FOLLOWING ARE APPLICABLE TO ALL JOB ROLES AT WEST RIDING FA:

- Contribute to the West Riding FA's delivery of an effective Safeguarding Plan and implement and maintain the FA's Safeguarding Operating Standard within Football.
- Be an advocate of the West Riding FA Brand by compliance with policies, procedures, and brand standards.
- Ensure compliance with West Riding FA Health and Safety policies.
- Execute additional tasks as required to meet West Riding FA's changing priorities

ESSENTIAL CRITERIA

QUALIFICATIONS

- Educated to A Level or equivalent- If you do not have the formal qualifications specified but can demonstrate skills or experience of an equivalent standard, we would be interested in your application.

SKILLS

- Strong investigative skills to gather evidence and information.
- Ability to assess evidence and information critically, identify inconsistencies or gaps and draw conclusion based on available information.
- A meticulous attention to detail to ensure that all aspects of the disciplinary process are properly documented, and that all relevant information is considered.
- Ability to apply disciplinary rules consistently, impartially, and proportionately without bias.
- Excellent time management and prioritisation skills.
- Ability to communicate with clarity and in a concise manner both verbally and in writing.
- Excellent problem-solving and decision- making skills.
- Excellent IT skills, including the use of Microsoft Office applications.
- Ability to work independently and as part of a team.
- Ability to work flexibly and sometimes unsociable hours.

KNOWLEDGE AND EXPERIENCE

- Experience of implementing policies, protocols, and guidance.
- A working understanding and application of inclusion, equality, and anti-discrimination, safeguarding and best practice.
- Knowledge of the structure and partner organisations within football, nationally and within the County FA locality (i.e leagues, clubs etc).
- An ability to engage, using Influence and negotiation, with paid and volunteer workforce.
- Experience in ensuring compliance with processes and minimum standards frameworks.

DESIRABLE CRITERIA

QUALIFICATIONS

- A qualification in either Sports Development, Business Administration, Project Management or Data Analysis.

SKILLS

- Report writing and/or data presentation.
- The ability to mediate conflicts and reach mutually acceptable and/or reasonable solutions.

KNOWLEDGE AND EXPERIENCE

- Experience using CRM.
- Knowledge of the football rules and regulations that govern the grassroots game.
- A basic understanding of the civil principles and procedures including the right to a fair hearing and the rules of evidence.
- Experience in handling disciplinary matters, such as conducting investigations, raising charges, hosting hearings and imposing sanctions.
- Experience working in a charitable, not for profit and/or membership driven organisation.
- Working knowledge of FA systems such as Whole Game System/Matchday/Full Time
- An understanding of the challenges associated with running grassroots football activity.
- A working knowledge and application of GDPR.

FA BEHAVIOURS

PROGRESSIVE

- We embrace new thinking in the pursuit of continuous improvement, Innovation, Creative, Future thinking, Ground-breaking, Problem Solving, Challenge

RESPECTFUL

- We set the standards for respectful behaviour across the game. Maintaining Standards, Role modelling, Respecting others' opinions and values

INCLUSIVE

- We champion and ensure that football is and will remain a game for everyone. Championing, Supporting, Including, Leading, Collaborative

DETERMINED

- We are tenacious and accountable to each other in serving the whole game and doing the right thing. Driven, Stamina, Tenacious, Focused, Resilient

EXCELLENT

- The very best outcome can only be achieved by sustained excellence in performance. Be the best you can be, Striving for success, Excelling, Exceeding expectations



WEST RIDING FA VISION AND VALUES

VISION

To create enjoyable experiences and help form lasting memories through football

VALUES

TRANSPARENT

- We make our decisions and actions open, honest and consistent
- We keep our communication easy to understand and our processes simple
- We are accountable for our actions
- We make our decisions and actions open, honest and consistent

RELEVANT

- We are present when we are needed
- We act with courage by challenging the status quo and take informed risks
- We remain vigilant and agile to exploit opportunities, maximise efficiencies and performance
- We pursue and embrace innovation and experimentation in pursuit of continuous improvement

INCLUSIVE

- We consult widely to achieve the best collaborative outcome
- We provide equal opportunity to people of different backgrounds, experience, ability, and perspective
- We understand the views, needs, and expectations of everyone involved in the game
- We minimise individual bias and seek diverse opinions when listening to suggestions from others

CARE

- We humanise our interactions and create memorable connections
- We are passionate about delivering a high-quality football experience
- We strive to deliver the very best in everything we do
- We work tirelessly to create and maintain a caring, safe and respectful environment for all participants

FURTHER INFORMATION

This role does not involve regulated activity with children or young people under the age of 18, within the context of the job or any subsequently related activities or responsibilities and does not requires an enhanced DBS check.

CHECK COMPANIES HOUSE DISQUALIFIED DIRECTORS REGISTER: Yes

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.

THE HOME OF OUR FOOTBALL

West Riding FA

Fleet Lane, Woodlesford, Leeds, LS26 8NX

Tel: 0113 282 1222

Email: info@westridingfa.com



@westridingfa



@westridingfa



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CORINTHIAN

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The Equality Standard
A Framework for Sport

PRELIMINARY

#TOGETHER WE ARE FOOTBALL