

## Role Profile

<b>Job Title:</b>	<b>Football Services Manager</b>	<b>Salary</b>	<b>£30,000</b>
<b>Salary Banding:</b>			
<b>Reports To:</b>	<b>Chief Executive Officer</b>	<b>Jobs Reporting into the Job Holder:</b>	<b>Discipline Officer, Leagues &amp; Cups Officer, Football Services Administrator.</b>

### 1. Job Purpose

- To support the delivery of The FA National Game Strategy
- To manage the regulatory and competitions sections of the County FA
- Operate as a member of the Senior Management Team to implement the company business strategy and operational plan to meet agreed KPIs.
- To provide strategic, innovative and professional direction to the following areas of the Football Services department: Affiliation (including player registration), discipline, sanctioning, cups & competitions, appeals and protests.
- Ensure that the Wiltshire County FA effectively implements and maintains The FA's Safeguarding Operating Standard for football

### 2. Principal Accountabilities/Responsibilities

#### Safeguarding/Equality/H&S

- Assist the CEO to embed a safeguarding culture across the association and the successful implementation of the Wiltshire FA Safeguarding Operating Standard.
- Commit to promoting equality across the association and local grassroots football.
- Act as the company Health and Safety Champion supporting the CEO to protect the 'health, safety and welfare' at work of all employees in accordance with the Health & Safety Act 1974.

#### Managerial

- Support the senior management team to deliver the company business strategy and develop and sustain an effective business culture across the company.
- Engage other business departments to design and develop a customer charter ensuring services, products and procedures provide excellent customer service.
- Line manage the County Discipline Officer, League and Competitions Officer and Football Services Support, in line with FA performance management systems.
- To manage all attributed financial budgets aligned to the role holder and to report effectively to the CEO.
- Ensure that all queries and complaints are dealt with effectively in line with company procedures.
- Produce relevant management reports on the performance of the Football Services department to the CEO and Board of Directors.

#### Technology

- Oversee the effective use of the Whole Game System and Match Day App across the County; ensuring leagues, clubs, referees and players understand the full functionality of the software and how it can support them in their role.
- Develop digital and IT platforms to enable effective delivery of the Wiltshire FA strategy and to meet the needs of the game.

**Regulations & sanctions**

- Provide strategic leadership to the Football Services Committee and working groups, as part of the company corporate governance structure.
- Lead, manage and implement the sanction, regulations, affiliation and registration processes for leagues, competitions, associations and clubs.
- Ensure compliance with FA standard code of rules and conduct investigations into alleged breaches of FA rules and regulations, including those falling under The FA’s Anti-Discrimination procedures. Ensure appropriate charges are raised for breaches.
- Arrange training for the Football Services team, Commissions, Secretaries and Council.
- Manage the process of personal and non-personal hearings, acting as Secretary to Commissions with other volunteer and staff secretaries.
- Regularly communicate with the Discipline Panel and ensure all commission members meet the minimum criteria prescribed by the FA.
- Lead, manage and conduct the process of proactively supporting club and league secretaries with the discipline process; provide regular updates for club and league secretaries.
- Manage the appeals process for the association from clubs and leagues, ensuring all appeals are dealt with correctly and in accordance with CFA rules and regulations. Set up appeals, manage voluntary appeal secretaries and acting as secretary where necessary.

**Competitions**

- To oversee the effective and efficient administrative structures for all County Cups competitions.
- Work with the Cups and Competitions working group to regularly review delivery and make recommendations for change.
- To ensure all competition rules are managed and maintained effectively and efficiently.
- Work with the Leagues and Competitions Officer and Marketing and Communications Officer to deliver outstanding County Cup finals.
- To manage and coordinate The FAs ticket allocations to Wiltshire FA.
- Validate any competitions delivered by or associated to Wiltshire FA.

**3. Knowledge/Experience/Technical Skills/Behaviours**

<b>Essential:-</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ An understanding of the importance of safeguarding children &amp; vulnerable adults within football.</li> <li>▪ Demonstrates a working understanding of inclusion, equality and anti discrimination.</li> <li>▪ Experience of leading and developing others with line management experience.</li> <li>▪ Demonstrate excellent project management, administrative and presentation skills.</li> <li>▪ An ability to engage and inspire people from diverse backgrounds.</li> <li>▪ Knowledge and experience of sports competitions programmes.</li> <li>▪ Influential communication and the ability to negotiate to achieve a desired outcome.</li> <li>▪ Demonstrate the ability to think strategically and develop innovative practices and processes to enhance customer experience and business operations.</li> <li>▪ Understanding of Health &amp; Safety in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of engaging and managing volunteers</li> <li>▪ Experience of working with partner organisations</li> <li>▪ Knowledge of the grassroots football infrastructure</li> <li>▪ Knowledge of FA Rules and Regulations</li> <li>▪ Driving Licence</li> <li>▪ Graduate/graduate calibre</li> </ul>

<ul style="list-style-type: none"> <li>▪ Working experience using Microsoft Office and the ability to adapt to use modern technology and champion new IT programmes.</li> <li>▪ Knowledge and experience of CRM systems.</li> <li>▪ Experience of regulations and sanctions in a sporting environment.</li> </ul>	
<b>b) Behaviours</b>	
<p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>▪ Problem Solving</li> <li>▪ Teamwork</li> <li>▪ Communicating</li> <li>▪ Delivery</li> <li>▪ Customer Excellence</li> <li>▪ Developing Self and Others</li> <li>▪ Leadership</li> </ul>	<p><b>Values</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Approachability</li> <li>• Transparency</li> <li>• Inclusivity</li> <li>• Excellence</li> </ul>
<p><b>Further Information</b></p> <p>As this role may involve access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role and must complete relevant safeguarding training.</p>	

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.