



## SCOTTISH YOUTH FOOTBALL ASSOCIATION (SYFA LTD)

### VACANCY DETAILS

<b>Job Title:</b>	Compliance and Wellbeing Coordinator
<b>Location:</b>	Hampden Park, Glasgow (homeworking/ office hybrid options available)
<b>Contract:</b>	Full-time, permanent
<b>Salary:</b>	£28,000 per annum
<b>Closing Date:</b>	Friday 8 <sup>th</sup> August 2025 (we reserve the right to close this vacancy early if we receive a high volume of suitable applications)

### Overall Purpose

To lead on complaints & disciplinary processes and provide support to the Child Wellbeing and Protection Officer, in line with SYFA's key aims and objectives.

### KEY RESPONSIBILITIES

1. Manage all submitted complaints from members, parents and external bodies in a timely and professional manner, including but not restricted to:
  - Recording and acknowledging receipt
  - Investigating and obtaining necessary information
  - Providing an official written reply
  - Ensuring compliance with Complaints Management Procedure
  - Record and maintain a relevant audit trail of case management and ensure that records are GDPR and DPA compliant.
  - Contribute to the process of Supplementary & Playing Rules Revision
2. Monitor and evaluate complaints, drawing conclusions on themes and patterns to provide feedback to senior management on necessary developments in policy and practice
3. Draft, review and update organisational policies and procedures.
4. Administer the National Disciplinary Process, this includes issuing notices and citations, preparing case paperwork, confirming panel members and acting as Compliance Officer for disciplinary meetings. .
5. Conduct spot checks to certify clubs and teams are meeting minimum criteria in terms of safe selection procedures. Perform regular internal and external audits and produce tailored action plans.

6. Work closely with the Child Wellbeing and Protection Officer to provide support on child wellbeing and protection enquiries, complex cases and administrative tasks.
7. Build supportive and effective relationships with member regions, leagues and clubs to support the implementation of good children's wellbeing and protection practice.
8. Lead on first aid enquiries and new supplier applications, ensuring all approved suppliers meet the required standards.
9. Provide training and guidance to regions and leagues as required ensuring local disciplinary procedures meet the required standards.
10. Carry out any other operational and administrative tasks as required

## **PERSON SPECIFICATION**

### **Knowledge, Skills & Experience**

#### Essential

1. Ability to analyse information and make decisions within the appropriate procedural framework.
2. Ability to write clearly, accurately and confidently within a variety of contexts.
3. Experience of having managed complaints/ concerns, including investigations, responses and report writing.
4. Awareness and understanding of Children's Wellbeing in Scottish Football policies, procedures and safeguards.
5. Proven experience in the application of office systems such as Microsoft Office, in particular, Excel, Word and Access.
6. Ability to maintain records in an ordered and confidential manner.
7. Excellent communication skills including a polite and professional telephone manner.
8. Experience of providing advice to others on potentially sensitive matters.
9. Able to manage own workload (including autonomous case management)

#### Desirable

1. Coaching experience or participation work with children, young people or vulnerable adults
2. Knowledge of core legislation and guidance in relation to children, young people and vulnerable adults
3. Experience in the implementation of policies and procedures

## **Competencies**

1. Demonstrates commitment, patience, and resilience in an environment of change.
2. An approachable and receptive style, with a 'can do' attitude
3. Personally responsible for building up own experience & filling knowledge gaps
4. Shows respect, integrity, professionalism and sensitivity in treatment of others
5. Effectively balances competing priorities
6. Recognises when to refer complaints to manager, or external agency i.e. Police Scotland
7. Displays high level of integrity, credibility and resilience

## **Additional Requirements**

1. Submit to PVG Scheme Membership application
2. The ability to travel across Scotland
3. Flexibility to work some evenings and occasional weekends

To apply, please send a CV and cover letter to [syfarecruitment@scottish-football.com](mailto:syfarecruitment@scottish-football.com)

Applications which do not include a cover letter will not be considered.