

Position Description: Integrity Manager

Instructions for Managers	Instructions for Employees
<ol style="list-style-type: none"> 1. Give a copy of Position Description to new employee. 2. Give copy of signed Position Description to employee. 3. Send signed original to Head Office to place on employee file. 	<ol style="list-style-type: none"> 1. Read the Position Description carefully. 2. Ask if you need any information clarified. 3. Keep a copy for you to use at work. 4. This may change with the needs of the Business. 5. Keep Manager informed of changes in the position

WORK LOCATION	POSITION DETAILS	UPDATED
Football House, Deakin ACT	Full Time (38 hours/ week) Permanent	November 2025
POSITION OBJECTIVE		
The Integrity Manager is responsible for fostering a culture of integrity, safety, inclusion, and fairness across all levels of football in the ACT. This role will lead the implementation and ongoing management of Football Australia's Integrity Framework and related policies within Capital Football. The position oversees the management of complaints, investigations, and disciplinary processes to ensure the sport operates in a manner that upholds the highest ethical and behavioural standards.		
PRIME RESPONSIBILITIES		
<ul style="list-style-type: none">• Implement and oversee Football Australia's Integrity Framework and related integrity, safeguarding, and disciplinary policies across Capital Football.• Manage complaints and investigations in accordance with established procedures, ensuring fair, timely, and confidential outcomes.• Advise and support clubs on integrity, conduct, and disciplinary matters to strengthen governance and participant welfare.• Maintain accurate integrity records and ensure compliance with reporting obligations to Football Australia and other relevant bodies.• Lead education and awareness initiatives to promote safe, respectful, and inclusive participation across all levels of the game.• Contribute to continuous improvement by reviewing policies, identifying risks, and recommending enhancements to integrity practices.		
REPORTS TO		DIRECT REPORTS
Chief Executive Officer		Nil
<div><div>Chief Executive Officer</div><div>Integrity & Discipline Manager</div></div>		
ABOUT US		
Capital Football is the governing body for Football, including futsal, in the ACT and surrounding regions and is a member of Football Australia. Capital Football operates within a flexible team-based environment. There is an emphasis on multi-skilling and mutual support to allow staff to effectively achieve operational objectives. Individual staff members are encouraged to set personal development goals and assume ownership of work outcomes. Managers are expected to work together to achieve common goals and deliver on current Capital Football Strategic Plan.		

ORGANISATIONAL VALUES	
<p>Accountable Being transparent and taking ownership for behaviour, decisions, and actions.</p> <p>Inclusive Providing the environment and opportunity across all forms of football for everybody of any ability.</p> <p>Responsive Acknowledging, acting, and responding in a timely and respectful manner.</p>	<p>Ethical Doing what's right, acting in the best interest of football, and displaying good sportsmanship.</p> <p>Respectful Building trust by listening, accepting others for who they are and when they have a different view, and behaving courteously.</p> <p>Unified Alignment of purpose, philosophy, and pathways.</p>
SKILLS AND PERSONAL ATTRIBUTES	
<ul style="list-style-type: none"> Well-developed oral and written communication skills, with strong interpersonal abilities to work effectively in a team environment. Highly organised with excellent time management skills; able to prioritise tasks, adapt to changing demands, and work well under pressure. Self-motivated and able to work independently, demonstrating initiative and accountability in delivering high-quality outcomes. Proactive in identifying and solving problems, with a focus on continuous improvement and practical innovation. Dependable and committed, taking responsibility for actions and contributing positively to team and organisational goals. 	
SELECTION CRITERIA	
Essential	
<ul style="list-style-type: none"> Have the right to work in Australia. <i>(Evidence required)</i> Hold, or ability to gain, an ACT Working with Vulnerable People Card. <i>(Evidence required)</i> Relevant tertiary qualifications and/or significant experience in integrity, governance, sport management, law, or a related field. Demonstrated experience managing complaints, investigations, or disciplinary matters with fairness, impartiality, and sound judgment. Proven ability to manage sensitive and complex issues, including handling challenging conversations with empathy, discretion, and professionalism. Strong written and verbal communication skills, including the ability to prepare clear and accurate reports, correspondence, and recommendations. Excellent organisational skills with the ability to manage multiple priorities, meet strict deadlines, and maintain attention to detail under pressure. High level of integrity and commitment to confidentiality in all aspects of work. Strong interpersonal and relationship management skills, with the ability to influence positive behaviours and promote a culture of respect and accountability. Sound analytical and problem-solving skills, with experience interpreting policy, regulations, or codes of conduct. Willingness to work flexible hours, including evenings and weekends, as required. 	
Desirable	
<ul style="list-style-type: none"> Demonstrated experience in the Australian sport sector, particularly in areas such as member protection, child safeguarding, anti-doping, and corruption in sport. 	

- Experience working within member-based organisations and engaging with volunteer boards and committees.
- Demonstrated emotional intelligence when investigating and responding to sensitive matters in a professional and considered manner.

INDICATIVE DUTIES

The duties of the Integrity and Discipline Manager include, but are not limited to the following:

Complaint Management

- Serve as the primary point of contact for all integrity and complaints-related matters across Capital Football.
- Implement and manage Capital Football's complaint handling process in accordance with relevant policies and procedures, in partnership with Football Australia and other stakeholders.
- Provide guidance and leadership to clubs and participants on integrity matters, including alleged breaches of rules, regulations, codes, and policies.
- Manage the complaint management system, ensuring all current and historical matters are accurately recorded and tracked through to resolution.
- Operate with professionalism and impartiality, seeking advice, escalating complex matters, and influencing outcomes appropriately.
- Maintain strong, collaborative relationships with internal and external stakeholders to support transparent and consistent complaint resolution.

Disciplinary Process

- Administer Capital Football's disciplinary framework, including the review of send-off and incident reports and the application of relevant disciplinary processes.
- Draft and issue all notices, correspondence, and decisions relating to disciplinary actions in a timely and accurate manner.
- Act as the central contact for all stakeholder enquiries regarding Capital Football's Disciplinary Regulations and processes.
- Provide advice and support to Capital Football staff, clubs, and committee members to ensure consistent understanding and application of disciplinary procedures.
- Coordinate the operations of the Disciplinary and Appeals Committees, including case preparation, communication of outcomes, and implementation of sanctions.
- Oversee the maintenance of Dribl's disciplinary system to ensure accurate tracking of offences, bans, and participant history.

Education and Behaviour Standards

- Lead the implementation and ongoing promotion of Football Australia's Integrity Framework and Capital Football's Behaviour Standards, embedding these across all levels of the game.
- Develop and deliver integrity education programs and resources for staff, coaches, referees, volunteers, players, and club officials.
- Champion a culture of respect, safety, and inclusion through proactive communication, training, and support initiatives.

Policy and Process Review

- Develop, review, and maintain Capital Football's integrity, safeguarding, and disciplinary policies and guidelines to ensure alignment with Football Australia's frameworks and best practice.
- Review and update operational handbooks, forms, and templates to support consistency and compliance.

- Ensure all relevant policies and information are accessible and current on Capital Football's website.

General

- Provide regular updates, reports, and recommendations on integrity and disciplinary matters to management and the Capital Football Board as required.
- Contribute to budget planning and resource allocation for integrity and disciplinary activities.
- Attend meetings, workshops, and events as required to represent Capital Football.
- Perform other duties as directed by the Chief Executive Officer consistent with the scope and nature of the position.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and Capital Football.

Chief Executive Officer *Samantha Janow* Date 10 November 2025

I hereby understand the requirements of the position and will fulfil the responsibilities of this role and Capital Football.

Employee Name _____

Employee Signature _____ Date _____