



Position Description: Football Operations Officer

Instructions for Managers
<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.

Instructions for Employees
<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	February 2026

POSITION OBJECTIVE

The Football Operations Officer is a key member of Capital Football's Competitions Department, responsible for coordinating and administering sportsground and facility allocations, on-field sanctions, and supporting the effective delivery of key competitions. The role ensures that all bookings, seasonal allocations, disciplinary processes and International Transfer Certificates (ITCs) are managed accurately, fairly and in accordance with competition regulations, ACT Sportsground agreements, Football Australia requirements and organisational policies.

The position acts as a central point of contact between clubs, ACT Sports and Recreation Facilities, facility providers and internal staff, supporting the smooth, compliant and professional operation of competitions.

PRIME RESPONSIBILITIES

- Lead the seasonal and weekly allocation of sportsgrounds and facilities, ensuring fair, strategic and compliant use of venues in alignment with competition schedules and relevant agreements.
- Manage the administration of on-field sanctions and match review processes, maintaining accurate records, issuing timely notifications and supporting the integrity of Capital Football competitions.
- Administer International Transfer Certificates (ITCs) and related eligibility processes in accordance with Football Australia regulations, ensuring accurate documentation and clear communication with clubs and stakeholders.
- Support the delivery of core competition processes, including draws, match data, player eligibility and regulatory requirements, ensuring competitions are delivered accurately and in accordance with governing regulations.
- Act as a key point of contact for clubs, facility providers and internal staff, providing timely communication, resolving operational issues and supporting the effective delivery of competitions and related events.

REPORTS TO	DIRECT REPORTS
Head of Competitions	Nil



ABOUT US

Capital Football is the governing body for football and futsal in the ACT and surrounding regions and is a member of Football Australia. Operating within a dynamic and collaborative team environment, Capital Football emphasises flexibility, multi-skilling, and mutual support to ensure the effective achievement of operational objectives. Staff are encouraged to take ownership of their work, set personal development goals, and contribute to a culture of continuous improvement.

Managers work collectively to achieve shared goals and drive the successful delivery of Capital Football's Strategic Plan.

ORGANISATIONAL VALUES

Accountable

Being transparent and taking ownership for behaviour, decisions, and actions.

Inclusive

Providing the environment and opportunity across all forms of football for everybody of any ability.

Responsive

Acknowledging, acting, and responding in a timely and respectful manner.

Ethical

Doing what's right, acting in the best interest of football, and displaying good sportsmanship.

Respectful

Building trust by listening, accepting others for who they are and when they have a different view, and behaving courteously.

Unified

Alignment of purpose, philosophy, and pathways.

SKILLS AND PERSONAL ATTRIBUTES

- 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

- Have the right to work in Australia. *(Evidence required)*
- Hold, or ability to gain, an ACT Working with Vulnerable People Card. *(Evidence required)*
- Demonstrated administration experience, ideally within competition, disciplinary or facilities environments.
- Strong organisational skills with the ability to manage competing priorities.
- Well-developed written and verbal communication skills, with the ability to engage and build effective stakeholder relationships.
- Demonstrated ability to manage conflict and resolve issues professionally and constructively.
- Proficiency in Microsoft Office and confidence working with booking systems, databases and spreadsheets.
- Ability to manage confidential and sensitive information with discretion.
- Strong attention to detail and a practical, solutions-focused approach to problem solving
- Ability and willingness to work flexible hours, including evenings and weekends as required.

Desirable

- Tertiary qualifications in sport management or a related discipline.
- Knowledge of football competition structures, disciplinary processes and regulations.

INDICATIVE DUTIES

Under the guidance of the Manager, support the delivery of operational priorities, including:

Facilities & Ground Allocations

- Coordinate seasonal and weekly allocation of sportsgrounds to support competitions, training and events.
- Manage club requests for ground usage, changes and special allocations, ensuring alignment with competition schedules, availability and safety requirements.
- Process bookings, confirmations, cancellations and amendments, maintaining accurate records and resolving conflicts as required.
- Liaise with ACT Sports and Recreation, schools and facility providers regarding availability, conditions of use and closures.
- Maintain booking systems, databases and spreadsheets to ensure accurate tracking of ground usage.
- Support Capital Football facility bookings, maintenance coordination and related administrative matters.

On-Field Sanctions Administration

- Administer on-field sanctions in liaison with the Integrity Manager and in accordance with competition regulations and judicial outcomes.
- Prepare and provide documentation required for the Match Review Committee.
- Maintain accurate disciplinary records and issue Notices of Suspension in a timely manner.
- Manage appeals processes in line with organisational policies and procedures.

International Transfer Certificates (ITCs) & Player Eligibility

- Receive and process ITC applications in accordance with Football Australia regulations.
- Liaise with clubs, players and relevant federations regarding transfer requests and approvals.
- Track application progress, maintain accurate documentation and communicate eligibility outcomes.
- Ensure all international transfers are completed within required regulatory timeframes.

Compliance, Communication & Reporting

- Act as a primary point of contact for clubs and stakeholders regarding facilities, disciplinary matters and ITCs.
- Communicate allocations, suspensions, eligibility updates and closures clearly and in a timely manner.
- Ensure all administration aligns with organisational policies, competition regulations and governing body requirements.
- Support risk management processes including extreme weather procedures, ground inspections and closures.
- Prepare reports on ground usage, disciplinary activity and ITC processing, and assist with audits as required.

General Support

- Provide administrative support to the Competitions Team, including event delivery and peak season requirements.
- Participate in meetings and planning relating to facilities and competitions.
- Work flexible hours, including evenings and weekends, as part of a rotating roster during the peak football season.

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 February 2026

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

Employee Name _____

Employee Signature _____ Date _____