Operations Director

Operations Director

Role Profile

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| **Role Title** | Operations Director |
| **Reports to** | Chair of the Board of Directors |

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| **Role Purpose** | |
| The Operations Director is responsible for the maintenance of the whole Devon FA site and conforms to all Legal compliances, including Health and Safety. To support the staff to ensure that maximum use is made of the facilities at Coach Road, which includes the financial performance of the customer facing operations. (e.g. Artificial 3G & Clubhouse). | |
| **Direct Reports** | None, but the post holder will be responsible for working with the Staff of the Artificial 3G Staff and Bar Steward. |

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| **Location** | Normal place of work is at the Devon County Football Association Offices or other places which could include homeworking or additional travel to other locations or overnight stays. |
| **Estimated time commitment to fulfil the role** | The person is required to attend General Meetings and other ad hoc events held within the County. It is estimated that it will be an average of 50 hours per year.  The role requires a commitment to attend 10 Board Meetings a year, of which a third of these meetings will be in person with the remainder virtually held.  To be available to meet with the CEO and the Chair on a regular basis and to meet from time to time as the role requires. |
| **Remuneration or Expenses** | This is a voluntary role which is not accompanied by any financial remuneration.  County FA Expenses will be paid in line with the current Expense Policy of Devon County Football Association.  Travel and accommodation to FA events where The FA has agreed to reimburse County FA Expenses will be paid in line with the current County FA Expense Policy issued by The FA. |

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| **Responsibilities** |
| * To work with relevant staff of Devon FA and be responsible for the maintenance of the whole Devon FA site and conforms to all Legal compliances, including Health and Safety and also ensure the maximum usage of the facilities at Coach Road, which includes financial performance for presentation and approval by the Board of Directors on a regular basis, which includes:   + To oversee the production, implementation, and ongoing schedule of maintenance of the complex.   + To work within an Annual budget.   + Monitoring information on a quarterly basis.   + Other financial statements and summaries as required by the Board * To advise the Board on Business opportunities which could affect the Complex. * To act as the point of contact for the Residents Association’s and Teignbridge District Council. * To work with the Chair and the CEO to develop and maintain a risk register to ensure that all financial risk to the organisation is minimised. * To serve as a Director of the Company and to actively participate in its strategic management. * To execute the responsibilities of Company Directors in accordance with the Companies Act (2006) and other relevant legislation. * To safeguard the interests of the Membership and stakeholders of the Association. * To fully participate in Board induction, training or development and performance monitoring. * To oversee the Associations adherence to relevant advice and guidance by the FA. * To provide monitoring information for reporting to the Board on a quarterly basis. * To set an example in the values and behaviours adopted, acting always in line with the Code of Conduct agreed by the Board. * To perform other responsibilities as assigned by the Board. |

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| **Person Specification** | |
| **Qualifications** | |
| Essential  Detailed knowledge of Health & Safety legislation. | Desirable  Man-management qualification. |
| **Skills** | |
| Essential   * Experience of facilities management ensuring that they are always fit for purpose and used to their full potential. * Experience in business operation and maximising all opportunities where possible. * An understanding of and ability to manage financial risk in business. * Strategic leadership and management skills. * Decision-making skills. The appropriate use of knowledge and experience to make informed decisions to the benefit of the organisation. * The ability to debate, discuss and challenge in a constructive manner. * Excellent interpersonal skills including rapport-building, active-listening and incisive questioning. * The ability to form productive relationships both internally and externally and strategic partnerships for the benefit of the Association. * Knowledge of the County FA Governance Code. * Understanding of how to apply principles of Inclusive practice. | Desirable   * A sound understanding of the volunteer/ professional relationship and how this can best work to support the work of the Association. * Knowledge of the Articles of Association and their application. * Up to date and thorough knowledge of Grassroots Football and the role of the Association in its governance. * Excellent IT skills including the ability to use current financial software applications. |
| **Knowledge** | |
| Essential   * Knowledge and understanding of Health and Safety Legislation. * Risk Management * Customer experience and engagement. * An understanding of and commitment to equality, diversity, and inclusion. * Effective use of digital communication including email and the internet. | Desirable   * Knowledge of relevant legislation including employment, bribery and anti-corruption, modern slavery, and whistleblowing. * An understanding of The FA National Game Strategy and how this affects the work of the County Football Associations. * Succession planning * Knowledge and understanding of the Safeguarding requirements for the Association. |

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| **You must be Safeguarding Compliant** |  |
| **We will check Companies House Disqualified Directors Register** |  |
| **You must be able to travel to Meetings** |  |

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| **The Role Holder will be expected to understand and work in accordance with the values and behaviours described below.** | |
| **FA Value** | **Behaviours** |
| **PROGRESSIVE** | Embraces new thinking in pursuit of continuous improvement   * Identifies the need for, and actions change in direction, practice, policy, or procedure * Questions the way things are done and takes informed risks * Continuously seeks to improve efficiency and performance |
| **RESPECTFUL** | Sets the standards for respectful behaviour across the game   * Maintains people’s self-esteem when interacting with them * Avoids pre-judgement when listening to suggestions from others * Always seizes the opportunity to apply FA standards |
| **INCLUSIVE** | Champions and ensures that football is, and will remain, a game for everyone   * Openly collaborates with colleagues and partners in the game * Provides equal opportunity to people of different backgrounds, experience, and perspective * Seeks out and embraces new ways of thinking and working |
| **DETERMINED** | Tenacious and accountable. Serving the whole game and doing the right thing   * Works relentlessly to overcome roadblocks or obstacles to achieve the goal * Remains focused on seeing agreed goals through to completion taking pride in their work * Maintains motivation for their team and themselves |
| **EXCELLENT** | The very best outcome achieved by sustained excellence in performance   * Always seeks to achieve the highest levels of performance * Can be persistent to achieve a standard that others consider impossible * Challenge’s others to go further and achieve more |

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| **Role Profile agreed by the Board of Devon County FA and signed on behalf of the Board by the Chairperson:** | **Name** | **Signature** |
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| **Date Role Profile agreed by the Board:** |  | |
| **Role Profile signed by role holder:** | **Name** | **Signature** |
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| **Date Role Profile signed by role holder:** |  | |