



**ENGLAND
FOOTBALL**

Job Description and Person Specification

Job title	Business Operations Manager
Reports to	Chief Executive Officer

Job purpose(s)	
<ul style="list-style-type: none">• To support delivery of the Cambridgeshire FA Strategic Plan and The FA Grassroots Football Strategy.• To provide strategic direction to the Football Services department.• To lead on all aspects relating to football governance, discipline and regulation, commercial and office operations.• To contribute to the effective implementation of The FA's Safeguarding 365 for County FAs.• To support the adoption of FA technology systems across grassroots football.• To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.	
Direct reports	Operations Officer, Marcomms Officer, Commercial Officer

Location	Cambridgeshire FA HQ, Bridge Road, Impington, CB24 9PH/Hybrid working.
Working hours	Full-time (37.5 hours per week) including some evenings and weekends.
Contract type	Permanent

Responsibilities	
<ul style="list-style-type: none">• Deputise for CEO in CEO's absence including acting as line manager to the CEO's direct reports.• Lead on building maintenance and procedures and health and safety.• Awareness of all Cambridgeshire FA policies and procedures, ensuring that they are reviewed annually and updated where necessary.• Lead a team to deliver the operational, discipline, commercial and marketing aspects of the business.• Support the CEO with day-to-day finance tasks.• Support the CEO with County FA governance including working towards the FA Code of Governance.• Oversee all disciplinary processes to ensure cases are handled fairly, transparently and in compliance with FA regulations including gathering feedback and providing reports for panel members.• Communicate governance and regulation services that meet the needs of customers.• Manage the process of personal and non-personal hearings and act as the secretary to commissions when required.• Ensure Cambridgeshire FA meet the targets and timings of all cases for the National Serious Case Panel.• Manage the local/regional disciplinary panel, and any training requirements (with The FA).• Manage all reports of discrimination, and, with The FA, ensure all panel members maintain their training requirements to remain qualified.• Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk in the disciplinary process.• Ensure all under-18s involved in disciplinary cases are provided with age-appropriate support.	



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- Act on feedback from those involved in the disciplinary process, including any specific issues highlighted by under-18s and adults at risk.
- Regularly meet with the Designated Safeguarding Officer and Referee Development Officer in all matters where it is apparent that there has been abusive behaviour involving under-18 players and/or where the referee is under-18 or identifies as an adult at risk.
- Ensure that Cambridgeshire FA is operating at a minimum to The FA’s ‘Player and Club Guide to Personal Hearings’.
- Support the Competition’s and Clubs Development Manager regarding the affiliation of clubs, ensuring safeguarding requirements are met, and ensure leagues fully comply with The FA Standard Code of Rules (adult and youth) prior to sanctioning.
- Collaborate with the Designated Safeguarding Officer to ensure the affiliation, sanctioning and registration processes are managed effectively and safeguarding requirements are met by clubs, leagues, coaches and referees.
- Provide the highest level of customer excellence to support volunteers across all FA Technology systems (FA Events, Whole Game System, Matchday app and Full-Time).
- Manage direct reports in line with personal and performance reviews; setting targets, monitoring performance and identifying training requirements.
- Awareness of the safer recruitment policy to ensure that staff and volunteers deployed by Cambridgeshire FA are suitable for their roles and uphold the values and behaviours of Cambridgeshire FA and that it is applied to new appointments.
- Deal with appeals and complaints and liaise with the Chief Executive Officer where necessary.
- Contribute to ensuring that safeguarding and equality are embedded throughout Cambridgeshire FA and grassroots football.
- Execute tasks as required to meet Cambridgeshire FA’s changing priorities.

Person specification

Qualifications

Essential

- A degree level qualification or equivalent experience.

Desirable

- Qualification in sports governance, sports law and regulation or equivalent experience.

Skills

Essential

- Strategic thinking and planning skills.
- Self-motivated with excellent leadership skills and ability to build trust-based relationships.
- Excellent internal and external stakeholder relations and customer service skills.
- Ability to work strategically with partner organisations across different sectors to plan and deliver football programmes.
- Project management skills and experience – to plan, set and achieve objectives within deadlines.

Desirable



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<ul style="list-style-type: none">• Ability to coach, develop and manage the performance of staff.• Exceptional communication, interpersonal and influencing skills.• Effective report-writing and presentation skills.• Effective prioritisation and time management skills• Excellent IT skills, including the use of Microsoft Office applications• Excellent problem-solving and decision-making skills.• Budget management skills.• Ability to use data to monitor and evaluate programmes.	
Knowledge and experience	
Essential <ul style="list-style-type: none">• Knowledge and understanding of FA rules and regulations.• Experience in the conduct and management of investigations, including case file preparation.• Knowledge of how the County FA operates in partnership with The FA.• Knowledge of grassroots football structures and the National League System.• Knowledge of and commitment to equality, diversity and inclusion.• Knowledge of The FA's Safeguarding Operating Standard.• Knowledge of good people management practice.	Desirable <ul style="list-style-type: none">• Experience gained working in a regulatory or law environment.• Experience of utilising mapping programmes to support strategic and logistical planning.• Knowledge and understanding of The FA's Grassroots Football Strategy and how the County FA Business Plans support its delivery.• Knowledge and understanding of working with volunteers.
Enhanced DBS Check required?	Yes
Ability to travel throughout the County and externally when required.	Yes



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The role holder will be expected to understand and work in accordance with the values and behaviours described below.

CFA Value	Behaviours
Passion	Positive attitude, inspiring others, exuding excitement, body language.
Service	Communication, transparency, added value, owning up to mistakes, respect, listening, responsiveness.
Excellence	Attention to detail, high quality product/service, consistency, commitment, work ethic.
Collaboration	Fostering cohesion, encouraging innovation, setting expectations/goals, effective meetings, sharing ideas.
Professional	Consideration and respect for others, loyalty, honouring of commitments, punctuality, communication, avoidance of gossip.
Friendly	Manners, respect, active listening, body language, making connections.

Job description reviewed and modified by:	Joanne Bull, Chief Executive
Date job description reviewed and modified:	15/07/2022
Job description authorised by:	Phil Hill, Chair

Signed by job holder (on appointment):	
Date signed:	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.