



# Derbyshire County FA Football Operations Manager

<b>Job Title:</b>	<b>Football Operations Manager</b>		
<b>Reports To:</b>	<b>Chief Executive Officer</b>	<b>Direct Reports:</b>	<b>Football Services Officer x 3 Digital Marketing &amp; Communications Officer</b>

## 1. Job Purpose

- To support the delivery of The FA National Game Strategy in the County FA as part of the Senior Management Team with the Football Development Manager, Designated Safeguarding Officer and the Chief Executive Officer.
- To provide strategic, innovative and professional direction to our Football Operations. The role will ensure the provision of compliant effective and efficient adherence of The Football Associations Regulations.
- To manage the financial profiling of Derbyshire FA and provide regularly reports to the CEO.
- To manage an effective and efficient programme of events including; County Cup, Discipline, Registrations, Affiliations, Sanctioning and Media and Marketing service for Derbyshire FA.
- To manage and maintain the assets of Derbyshire FA.
- Ensure that the CFA effectively implement and maintain the FA's Safeguarding Operating Standard within Football.

## 2. Principal Accountabilities/Responsibilities

### Managerial

- To proactively challenge the delivery of officers to ensure that targets and goals are met.
- To work effectively with the Senior Management Team developing a holistic approach to the Business strategy.
- To effectively line manage those officers reporting to the role holder and ensure FA Performance Management systems are in place and are adhered to.
- To manage all attributed financial budgets aligned to the role holder and to report effectively to the CEO.
- To be a key member of the Senior Management Team and contribute effectively to the running of the business.
- To provide Monthly, Quarterly and Annual Management Information (including a bespoke Business Dashboard) as requested by the SMT.
- To produce accurate and relevant management information to improve performance and inform decision-making of the Business.
- To manage, co-ordinate and lead on 'assigned' Business Projects.
- To actively contribute to the delivery of the National Game Strategy at a local level.
- To manage and develop a Customer Excellence proposition and oversee its effective delivery within our organisation.
- To ensure that all complaints are dealt with effectively in line with the Derbyshire FA complaints procedures

### Regulations & Sanctions

- To manage and co-ordinate the administrative requirements of the Regulatory, Sanctioning and Disciplinary processes within Grassroots Football, in accordance with The FA Rules and Regulations.
- To ensure that all club/league tournaments/festivals and competitions are sanctioned in accordance with FA Regulations.
- To manage and coordinate the annual Adult SCOR (Standard Code of Rules) and Youth SCORY (Standard Code of Rules for Youth) process.
- To co-ordinate the annual league sanction process ensuring all member leagues are sanctioned in accordance with FA Regulations.

- To co-ordinate the annual Derbyshire FA provision of resource at all sanctioned league AGM's.
- To co-ordinate and fully administrate any appeals made by a club in relation to a decision made by a league.

#### **Competitions Management**

- To oversee the effective and efficient administrative structure for all County Cup Competitions.
- To oversee a continuous annual operations review and a longer term competitions strategy.
- To ensure all competitions rules are managed and maintained effectively and efficiently and those competing adhere to them.
- To plan, implement, and manage all resources for county cup fixtures and events and competition finals.
- To manage and coordinate effectively The FA's Ticket Allocations.

#### **Technology Management or Innovation & Modernisation Management**

- To oversee and coordinate the effective use of The FAs Whole Game System.
- To oversee any future implementation's and additions to The FA WGS.
- To develop digital and IT platforms to enable effective delivery of the strategy and meet the needs of the game in Derbyshire.

#### **Event Management & Customer Excellence**

- To develop a holistic annual events calendar and work with the Football Development Manager to co-ordinate all Derbyshire FA events to ensure they deliver maximum impact, perception and profile.
- To validate any event delivered by or associated to Derbyshire FA.
- To facilitate a full audited compliance and sign off process, prior to commencement or communication of an event.
- To ensure the 'Designated Event Coordinator' is on track to deliver prior to the event.
- To coordinate post event debriefs.
- To work with the Football Development Manager to ensure that there is a clear Customer Excellence Strategy that puts the customers at the heart of what we do.
- To lead on and register all Derbyshire FA Events whilst collating a central point for customer service feedback.
- To ensure all Derbyshire FA events and sanctioned festivals/competitions are fully compliant.

#### **Safeguarding:**

- To work in accordance with The FA Safeguarding Operating Standards and abide by the Safeguarding Code of Conduct.

### **3. Knowledge/Experience/Technical Skills/Behaviours**

#### **a) Knowledge/Experience/Technical Skills**

##### **Essential: -**

- Graduate/Graduate calibre
- Proven leadership skills
- Proven competency in the use of IT and database systems.
- Excellent organisational and time management skills with the ability to work under pressure and meet deadlines.
- Goal setting and planning
- Excellent communication and presentation skills
- Proven track record of managing staff and teams
- Knowledge and experience of CRM systems.
- Knowledge of FA Regulations and Sanctions
- Knowledge of County and FA Competition Structure.


##### **Desirable: -**

- Awareness of the political and functional workings of County FAs.
- Knowledge and experience of working with Derbyshire FA Member Clubs and Leagues.
- Knowledge of league and club structures.
- Knowledge of Participant and EMS (Education Management System).
- Knowledge of The FA Whole Game and Full-Time System.
- Knowledge of CAS, Full Time, FA Member Services .
- Ability to identify and progress new opportunities.
- Ability to work with minimum supervision and set priorities.

<ul style="list-style-type: none"> <li>▪ Experience of financial profiling and Sage / Xero accounting software</li> <li>▪ The ability to demonstrate effective performance management.</li> <li>▪ Innovative problem solving and decision-making skills.</li> <li>▪ Strong project management skills.</li> <li>▪ Ability to monitor and evaluate programme delivery</li> <li>▪ Demonstration of equality in action</li> <li>▪ Financial management</li> <li>▪ Clear and accurate written and verbal communication skills, with a customer-centric mentality.</li> <li>▪ A team player, able to work with and support a variety of internal business functions.</li> <li>▪ A working understanding and application of inclusion, equality and anti-discrimination, safeguarding and best practice</li> <li>▪ A passion for sport and sports business.</li> <li>▪ Significant administrative experience.</li> <li>▪ Full UK Driving Licence.</li> </ul>	
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**b) Behaviours – as defined in the County Football Association Competency Model**

<ul style="list-style-type: none"> <li>▪ Problem Solving</li> <li>▪ Collaborative Teamwork</li> <li>▪ Influential Communication</li> <li>▪ Customer Excellence and Quality</li> <li>▪ Creating Solutions</li> <li>▪ Inspiring Others To Succeed</li> <li>▪ Leadership</li> </ul>
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<b>Completed by Name/Role</b>	R Stevenson / CEO
<b>Signature</b>	
<b>Date</b>	7 May 2019