

## Job Description: Head of Commercial and Operations

<b>Role</b>	Head of Commercial and Operations
<b>Contract Type</b>	Permanent
<b>Hours per week</b>	Full Time (35 Hours Per Week)
<b>Starting Salary</b>	£33,000 per annum (subject to negotiation)
<b>Location</b>	Hertfordshire FA offices with occasional travel across the County
<b>Reports to</b>	Chief Executive

### Role purpose:

- Develop and manage implementation of Hertfordshire FA day to day operations and key areas of corporate governance.
- To oversee the delivery of our Headquarters and Community Football Centre facility business plan
- To explore and develop the potential commercial opportunities presented by the Community Football Centre and other activities of the Association
- To support the delivery of the FA National Game Strategy
- To act in the best interests of Children and Young People at all times and ensure their welfare is considered in all decision and actions taken.
- Establish a culture of customer excellence across the business

### Key Accountabilities and responsibilities:

#### Operations

- To manage the day to day HFA operations and corporate governance activities including administrative support to the Board and Council
- To take the management lead on control of the Association finances working closely with the Finance Officer and the Finance Sub Committee
- Manage the ongoing relationship with partners/sponsors to ensure contractual delivery and to strengthen the relationship in order to lead to renewal
- Develop and manage sustainable relationships with commercial partners
- Use national and local customer insight to drive delivery of the National Game Strategy

- Oversee the operational management of the Hertfordshire FA Headquarters, Community Football Centre and facilities and its associated staff.
- Take the lead in ensuring the commercial success of the HFA Community Football Centre, helping to maximise facility usage and secondary spend
- Developing commercial opportunities presented by the Community Football Centre and activities of the Association
- Lead and develop the Association's marketing and communications strategy to support the overall business objectives
- Be a member of the Senior Management Team, Finance Sub Committee and Senior Leadership Team
- To attend monthly Board Meetings and Council Meetings (four during the playing season) and other Committees as requested

### **Corporate Governance**

- Undertaking the role and responsibilities of Company Secretary including providing lead administration support for the Board and its various sub committees, the Council and its Standing Committees and Association Working Groups

As an illustration this will include the following:

- Ensuring all key papers, records and correspondence relating to Corporate Governance, Property (including new developments), Contracts, Insurances, Licences etc are up to date and reflect the requirements of relevant statutory provisions and are readily available for inspection and reference as required by statutory authorities, directors and staff.
- Preparation of Agenda and associated paperwork for Council Meetings including arrangements for annual elections of officers, directors and others as set out in the Articles of Association
- Preparation of Reports and Papers for Council Meetings
- Preparation and distribution of minutes following Council Meetings
- Arranging annual Board Away Day
- Preparation of Board Meeting Agendas and associated papers
- Preparation and distribution of minutes following Board meetings
- Preparation of papers and organisation of the Company AGM
- Supporting Finance Sub Committee and Senior Leadership Team (SLT) Meetings with Agenda, Papers, and Minutes. (NB The Head of Commercial and Operations is an executive member of the Finance Sub Committee and the SLT)
- Updating Council Members and Nominated Representatives Database

- Ensuring that records and information held by the Association is compliant with relevant Data Protection legislation
- Ensuring the Company Articles of Association are compliant with Company law, and are modified from time to time according to resolutions passed at the AGM
- Ensuring the Rules of Association are compliant with the requirements of the Football Association and are modified from time to time according to decisions of Council

**Experience:**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Graduate calibre</li> <li>• Knowledge and experience of working with a County Football Association or other relevant local sports governing body</li> <li>• Experience of working with both unpaid volunteers and full-time paid staff</li> <li>• Experience of managing people</li> <li>• Experience of day to day operations and building management</li> <li>• Knowledge and experience of business support services</li> <li>• Knowledge of financial and business planning</li> <li>• Project Management Skills</li> <li>• Negotiating skills</li> <li>• Experience of managing budgets within specific parameters</li> <li>• IT Skills (Excel, Word, PowerPoint, Adobe, CRM)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the functional workings of Grassroots Football</li> <li>• Experience of sales and marketing in the sports/football industry</li> <li>• A degree and/or relevant professional qualifications and experience</li> <li>• Experience of working with Boards and Committees</li> <li>• Experience of working with an appropriate national sports governing body</li> <li>• Experience of identifying and progressing new business opportunities</li> <li>• Driving licence</li> </ul>

The successful candidate must be able to demonstrate a commitment to our core values as an organisation, which are:

Trust, Respect, Teamwork, Efficiency, Honesty

**Further information:**

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities, skills, experience and behaviours might differ from those outlined and other duties, as assigned, might be part of the job.

As this role involves direct access to young persons under the age of 18, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check to ensure their suitability for the role.