



Job Description and Person Specification

Job title	The FDC Operations Assistant
Reports to	The FDC Manager

Job purpose(s)	
<ul style="list-style-type: none"> To support the administration of pitch hire bookings and payment procedures for FDC core initiatives To support the administration and delivery of FDC events, including the hosting of Cup Finals, Birthday party packages, coach education, functions and room hire, whilst working to achieving the agreed annual financial targets for the FDC To take beverage and food orders from FDC customers and serve as requested from the FDC café and bar 	
Direct reports	None

Location	The FDC, Clover Hill Road, Norwich, NR5 9ED
Working hours	15 Hours Per Week Core working hours of 5.30pm – 10.30pm weekday with occasional shifts on the weekend in line with the operational needs of the Association and the Football Development Centre.
Term	Permanent
Contract Type	Part Time
Salary	Aged 23+ - £9.00 per hour Aged 21 / 22 - £8.50 per hour Aged 18 / 20 - £7.00 per hour

Responsibilities
<p>FDC Booking Procedures Administrate the FDC booking systems, ensuring all bookings follow the necessary procedures and relevant Business Rules ensuring the agreed processes are undertaken on a daily, weekly and monthly basis. These processes will include:</p> <ul style="list-style-type: none"> Booking and confirming pitch hire and events, including payment processing Updating the Programme of Use, Online Booking System and Outlook Calendar Ensuring all relevant booking / application forms are completed fully and filed accordingly <p>Delivering FDC initiatives Support delivery of core FDC initiatives, which include:</p> <ul style="list-style-type: none"> Hosted cup finals & other affiliated football events Children's Birthday parties Functions Meeting Room Hire NCFE Coaches Club events <p>FDC Café & Bar</p> <ul style="list-style-type: none"> Take and serve beverage and food orders via the FDC café & bar Support the maintaining of a clean café & bar area before, during and after usage

- Use the facilities cash registers

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • GCSE – Maths and English to Grade C 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Sound organisation and planning skills • Evidence of influencing skills/negotiating skills • Ability to work on your own and as part of a team • Be able to demonstrate the use of individual initiative • Excellent interpersonal, communication, presentation and negotiation skills • IT literacy 	<ul style="list-style-type: none"> • Experience of using Microsoft Office including Outlook, Word, Excel & PowerPoint • Excellent communication & customer service skills • Evidence of innovation and problem solving • Sound numeracy skills
Knowledge and experience	
Essential	Desirable
<ul style="list-style-type: none"> • Knowledge of grassroots football and its structures • Excellent communication and customer service skills • Sound numeracy skills • Previous experience of money handling • Knowledge of the structure and partner organisations within football, nationally and within the County FA locality. 	<ul style="list-style-type: none"> • Knowledge of The FA's Grassroots Football Strategy, • Experience of project management, • Experience of utilising mapping programmes to support strategic and logistical planning, • Knowledge and understanding of working with volunteers.
Enhanced DBS Check required?	Yes, with a check of relevant barred lists
Clean, full driving Licence?	Desirable

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
NCAFA DNA	Behaviours
INCLUSIVE <i>'Having inclusion at the heart of the way that we work and operate'</i>	<ul style="list-style-type: none"> • Openly collaborates with colleagues, individuals, and partners in the game • Provides equal opportunity to people of different backgrounds, experience, and perspective
EMPATHETIC <i>'Demonstrating empathy with colleagues, individuals, and partners that we work with'</i>	<ul style="list-style-type: none"> • Considers the impact that decisions and views may have on other people's feelings • Demonstrates a caring and supportive approach to the thoughts and feelings of other staff members
INNOVATIVE <i>'Continuously looking at new ways and ideas to ensure Norfolk Football moves forward'</i>	<ul style="list-style-type: none"> • Seeks out and embraces new ways of thinking and working • Utilises the resources available to achieve the best possible outcome
PASSIONATE <i>'Demonstrating an enthusiasm and drive to serve Norfolk Football'</i>	<ul style="list-style-type: none"> • Focused on seeing agreed goals through to completion, taking pride in their work • Works relentlessly to overcome roadblocks or obstacles to achieve goals
TRANSPARENT <i>'Offering total visibility and demonstrating integrity within everything we do'</i>	<ul style="list-style-type: none"> • Provides open communication internally and externally, where appropriate • Demonstrates accountability for actions and behaviours

The job description is only a summary of the role as it currently exists and is not meant to be exhaustive.

The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.

Norfolk County FA is committed to equality of opportunity and welcomes applications from all sections of the community.