



Job Description and Person Specification

Job title	Satellite FDC Operations Assistant (Flegg)
Reports to	Satellite FDC Manager

Job purpose(s)	
<ul style="list-style-type: none"> To support delivery of the County FA's Business Strategy and The FA Grassroots Football Strategy. To support the administration of pitch hire bookings and payment procedures for the FDC@Flegg core initiatives Manage evening pitch bookings and customer access to the Satellite FDC pitches Co-ordinate the delivery of the County 5IVES provision at the FDC@Flegg. Co-ordinate County 5IVES players registrations for the FDC@Flegg programme. Ensure the facilities vending machine is stocked and operational for visiting customers Act as facility Safeguarding Lead whilst on shift at the FDC@Flegg To contribute to the effective implementation of The FA's Safeguarding 365 Standard 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	None

Location	theFDC @Flegg, Martham, Great Yarmouth, NR29 4QD.
Working hours	<p>12 hours per week</p> <p>Monday: 16:30-22:30</p> <p>Wednesday: 16:30-22:30</p> <p>Flexibility of working hours and locations can be agreed between the job holder and their Line Manager around the operational needs of the Association and its Football Development Centres, which is may result in evening and weekend work where required to do so</p>
Contract type	Permanent
Salary	<p>Aged 23+ - £9.50 per hour</p> <p>Aged 21 / 22 - £9.18 per hour</p> <p>Aged 18 / 20 - £7.00 per hour</p>

Responsibilities	
<ul style="list-style-type: none"> Oversee the administration of the County 5IVES programme and core initiatives at the centre ensuring all leagues are set up following the relevant Business Rules and that the agreed processes are undertaken on a daily, weekly and monthly basis. Register teams into the relevant leagues and processing team payments where required. Schedule all County 5IVES fixtures and administrate via Full Time. Coordinate and oversee the player registrations process for County 5IVES. Coordinate and oversee County 5IVES referees appointments. Report any player or team discipline matters that arise within County 5IVES to the Regulatory Services Manager. Ensure all relevant County 5IVES application forms are completed fully and filed accordingly. 	

- Process and update all County 5IVES administration including scorecards, money spreadsheets, posters, league tables, results and statistics, player registrations and league databases.
- Ensure the FDC@Flegg County 5IVES league winning teams prizes are ordered in a timely manner.
- Oversee the maintenance and purchasing of all equipment needed for County 5IVES.
- Book and confirm pitch hire and events, including payment processing and filing.
- Update the facilities Programme of Use, Finance Spreadsheet and Outlook Calendar.
- Raise and track the necessary invoices with the County FA Finance Department in a timely manner.
- Act as a Safeguarding Lead throughout shifts worked at the FDC@Flegg
- Be a responsible key holder for the FDC@Flegg and carry out procedures such as opening and locking up, cashing up, dealing with any customers queries, sending evening handover reports to Senior Managers, delivering and administering core events.
- In conjunction with the Satellite FDC Manager and Head of Marketing & Communications, implement the Satellite FDC Marketing Plan by utilising Social Media and engage with interactions as required.
- Provide support to the Satellite FDC Manager on in house and external promotions and initiatives.
- Provide monthly delivery reports detailing upcoming planned promotions and advertising as part of monthly staff meetings.
- Undertake general administrative duties including dealing with telephone enquiries and visitors to the FDC@Flegg.
- Ensure vending machines are appropriately stocked and are in working order at all times.
- Risk-assess the County FA events and activity for under-18s and where the County FA directly employs or deploys under-18 referees, coaches and volunteers to ensure that appropriate safeguards are in place.
- Support messaging so that under-18s and adults at risk in youth and open-age adult grassroots football know how to report concerns about their wellbeing.
- Contribute to ensuring that safeguarding and equality are embedded throughout the County FA and grassroots football.
- Awareness of all the County FA policies and procedures.
- Provide information and evidence on an annual basis to support the County FA achieving the annual Safeguarding 365 Standard.
- Execute tasks as required to meet the County FA's changing priorities.

Person specification	
Qualifications	
Essential <ul style="list-style-type: none"> • Educated to A Level or equivalent. 	Desirable <ul style="list-style-type: none"> • Two years' sports development experience • Qualified First Aid at work • Food hygiene certified
Skills	
Essential <ul style="list-style-type: none"> • Knowledge of the FDC's and their delivery programmes • Sound organisation and planning skills • Ability to work as part of a team and also to demonstrate the use of individual initiative • Excellent customer service skills • IT literate • Experience of using Microsoft Office including Word, Excel & PowerPoint, and the ability to adapt to using modern technology, whilst championing innovation 	Desirable <ul style="list-style-type: none"> • Knowledge and understanding of the County 5IVES programme • Evidence of innovation and problem solving • Evidence of influencing skills/negotiating skills • Monitoring, evaluation and reporting • Experience of ecommerce and promotions • A full driving licence
Knowledge and experience	
Essential <ul style="list-style-type: none"> • Interest and passion in football • Experience of facility / operational management 	Desirable <ul style="list-style-type: none"> • Knowledge of The FA's National Game Strategy • Knowledge of The County FA's Business Strategy • Experience in a football setting

<ul style="list-style-type: none"> • Health and Safety experience and knowledge of Risk Assessment • Willingness and commitment to work at peak times including evenings and weekends • Flexible attitude to work • The personality to be part of a productive, dynamic and vibrant environment for staff and users. • Demonstrates a working understanding of inclusion, equality, diversity and anti-discrimination, safeguarding and best practice 	<ul style="list-style-type: none"> • Knowledge of Norfolk County FA's DNA
Enhanced DBS Check required?	Yes
Clean, full driving Licence?	Yes

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

Job description reviewed and modified by:	Ian Grange, Head of Facilities & Development
Date job description reviewed and modified:	01.03.2022
Job description authorised by:	Matt Carpenter, Chief Executive
Signed by job holder:	
Date signed:	

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