



Job Description and Person Specification

Job title	theFDC@OpenAcademy Casual Operations Assistant
Reports to	theFDC@OpenAcademy Manager

Job purpose(s)	
<ul style="list-style-type: none"> To ensure the smooth and safe running of theFDC@OpenAcademy at any given time when on site. To support the administration of pitch hire bookings and payment procedures for the facilities core initiatives. To present a good face of the business to our customer base, and to always provide excellent customer service. To contribute towards the facility complying with key policies, including Safeguarding and Health & Safety, and other FA regulations where relevant. 	
Direct reports	None

Location	theFDC@OpenAcademy, Salhouse Road, Norwich, NR7 9DL
Working hours	Variable – to support the needs of the business. Including, but not limited to evenings and weekends. Evenings: 4.30pm-10.30pm Saturday: 8.30am-5pm The role will require flexibility as additional cover may be needed throughout the year.
Contract Type	Zero Hours Contract
Salary	Aged 23+ - £9.00 per hour Aged 21 / 22 - £8.50 per hour Aged 18 / 20 - £7.00 per hour

Responsibilities	
<ul style="list-style-type: none"> Receive and administer payments for casual pitch hire, with cash, credit card or cheque. Ensure all money that is taken is recorded on the Money Spreadsheet by close of play on that shift. Ensure the supplied Norfolk County FA equipment is maintained and ready for use at the centre and any losses or defects are reported to theFDC@OpenAcademy Manager within 24 hours of them occurring. Deal with all minor issues that may occur at theFDC@OpenAcademy in line with the roles and responsibilities document and report them on the submitted administration form. Report any serious incident from the centre to theFDC@OpenAcademy Manager within 24 hours of the incident taking place – completing the Accident Report Book if necessary. Manage pitch usage accordingly – referring to the Programme of Use to ensure customers are in the right place at the right time. Provide the first line of information for all First Aid and Safeguarding queries at theFDC@OpenAcademy. Learn the Medical Emergency Action Plan to ensure all users of the facility are covered. 	

- Manage all vending machines queries, including but not limited to: change discrepancies, stock management etc.
- Maintain the cleanliness of the FDC@OpenAcademy, both in the Football Hub building on the Artificial Grass Pitch (AGP).
- Attend the compulsory quarterly review with **the FDC@OpenAcademy Manager**.
- Awareness and adherence at all times to all Norfolk County FA policies and procedures, including Safeguarding and Equality & Diversity
- Execute tasks as required to meet the County FA's changing priorities.

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 • Experience of using Microsoft Office including Outlook, Word, Excel & PowerPoint 	<ul style="list-style-type: none"> • 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	
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

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.