

**Job Description and Person Specification**

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| **Job title** | theFDC@OpenAcademy Casual |
| **Reports to** | theFDC@OpenAcademy General Manager |

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| **Job purpose(s)** | |
| * 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 |

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| **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  Sunday: 9am-5pm  The role will require flexibility as additional cover may be needed throughout the year. |
| **Term** | Permanent |
| **Salary** | Aged 23+ - £9.00 per hour  Aged 21 / 22 - £8.50 per hour  Aged 18 / 20 - £7.00 per hour |

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| **Responsibilities** |
| * 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 General 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 General 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 theFDC@OpenAcademy, both in the Football Hub building on the Artificial Grass Pitch (AGP). * Attend the compulsory quarterly review with **theFDC@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. |

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| **Person specification** | |
| **Qualifications** | |
| **Essential**   * GCSE – Maths and English to Grade C | **Desirable** |
| **Skills** | |
| **Essential**   * 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 | **Desirable**   * Excellent communication & customer service skills * Evidence of innovation and problem solving * Sound numeracy skills |
| **Knowledge and experience** | |
| **Essential**   * 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. | **Desirable**   * 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 |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below** | |
| **NCFA DNA** | **Behaviours** |
| **INCLUSIVE**  *‘Having inclusion at the heart of the way that we work and operate’* | * Openly collaborates with colleagues, individuals, and partners in the game * Provides equal opportunity to people of different backgrounds, experience, and perspective |
| **EMPATHETIC**  *‘Demonstrating empathy with colleagues, individuals, and partners that we work with’* | * 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**  *‘Continuously looking at new ways and ideas to ensure Norfolk Football moves forward’* | * Seeks out and embraces new ways of thinking and working * Utilises the resources available to achieve the best possible outcome |
| **PASSIONATE**  *‘Demonstrating an enthusiasm and drive to serve Norfolk Football’* | * Focused on seeing agreed goals through to completion, taking pride in their work * Works relentlessly to overcome roadblocks or obstacles to achieve goals |
| **TRANSPARENT**  *‘Offering total visibility and demonstrating integrity within everything we do’* | * 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.**