

**Job Description and Person Specification**

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

|  |
| --- |
| **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 |

|  |  |
| --- | --- |
| **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-10.30pmSaturday: 8.30am-5pmSunday: 9am-5pm The role will require flexibility as additional cover may be needed throughout the year. |
| **Term**  | Permanent |
| **Salary** | Aged 23+ - £9.00 per hourAged 21 / 22 - £8.50 per hourAged 18 / 20 - £7.00 per hour |

|  |
| --- |
| **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.
 |

|  |
| --- |
| **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 |

|  |
| --- |
| **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.**