



# NORFOLK COUNTY FA CAREERS

WORKING TOGETHER TO SUPPORT  
#NORFOLKFOOTBALL

## SATELLITE FDC OPERATIONS ASSISTANT

DEPARTMENT	Facilities & Development
REPORTS TO	Satellite FDC Manager
LOCATION	TheFDC@OpenAcademy, Salhouse Road, Norwich, NR7 9DL
CONTRACTTYPE	Zero hours
SALARY	Aged 23+ - £11.68 per hour Aged 21 / 22 - £11.41 per hour Aged 18 / 20 - £8.40 per hour
CLOSING DATE	24/03/23

APPLY

EQUALITY & DIVERSITY FORM



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THE  
**FDC**  
FOOTBALL DEVELOPMENT CENTRE

## **OUR ORGANISATION**

Norfolk County FA is the not-for-profit, governing body of football in Norfolk. Founded in 1881, it governs, regulates and develops grassroots football across the County, sitting under the umbrella of The FA.

We oversee 12 leagues, 270 clubs and over 1500 teams, with over 25,000 participants of all ages playing football each week. Thousands more people of all demographics are involved in the local game via coaching, refereeing, and volunteering.

We manage 11 County Cup Competitions each season, oversee match official recruitment and appointments, and operate 3 state-of-the-art football facilities known as our Football Development Centres (FDC's). Our flagship venue is The FDC in Norwich which boasts the newly developed Harrod Sport Arena as well as multiple small-sided 3G pitches, along with a fully licensed bar and café.

We pride ourselves in being one of the most forward-thinking County FA's in the Country:  
[Norfolk Football – A strategy for everyone.](#)



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## **WORKING FOR US**

**We believe that Norfolk FA is a great place to work.**

We are proud of our positive culture, innovation, and one team ethos as a workforce. Every member of staff has a part to play in the development of #NorfolkFootball, and together we can change lives within the local communities around the County.

We offer flexible working hours where possible, Nike teamwear kit, employee perks and benefits designed by our staff well-being working group, professional development and training opportunities, and great progression pathways across the staff structure.

Employees can be based across our three Football Development Centres, or within the new County Headquarters Office located on the grounds of The FDC in Norwich. Where appropriate, staff have the ability to work across multiple venues.



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## THE ROLE

- To ensure the smooth and safe running of the FDC@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 ensure whilst on duty the facility complies with key policies, including Health & Safety, and other FA regulations where relevant.
- To contribute to the effective implementation of The FA's Safeguarding 365 Standard for County FA's.



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## KEY RESPONSIBILITIES

- Receive and administer payments for pitch hire, with cash, credit card or cheque.
- Ensure the supplied Norfolk County FA equipment is maintained and ready for use at the centre and any losses or defects are reported to the Satellite FDC Manager within 24 hours of them occurring.
- Deal with all minor issues that may occur at the facility in line with the roles and responsibilities document and report them on the submitted administration form.
- Report any serious incident from the centre to Satellite FDC 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; the office, the changing rooms and the Artificial Grass Pitch (AGP).
- 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

### EDUCATION / QUALIFICATIONS / TRAINING

#### ESSENTIAL

- None

#### DESIRABLE

- Minimum of English & Maths GCSE (or equivalent)
- Clean, full driving license
- Relevant safeguarding training

### SKILLS

- Sound organisation and planning 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, and customer service skills
- IT literacy
- Excellent attention to detail
- Experience of using Microsoft Office including Outlook, Word, Excel & PowerPoint
- Evidence of innovation and problem solving
- Sound numeracy skills

### KNOWLEDGE AND EXPERIENCE

- Previous experience of working face to face with customers
- Excellent communication and customer service skills
- Previous experience of money handling
- Knowledge of grassroots football and its structures
- Knowledge of The FA's Grassroots Football Strategy
- Experience of project management

### ENHANCED DBS CHECK REQUIRED?

Yes, with a check of relevant barred lists





## NORFOLK FA DNA

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

### 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





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## WORKING HOURS

### Zero hour contract

There are no set hours of work, you will be offered work in accordance with the needs of the business.

## FURTHER INFORMATION

If you have any questions regarding this role or any of the information enclosed within this job pack please email [fionn.goodwin-wright@norfolkfa.com](mailto:fionn.goodwin-wright@norfolkfa.com).



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## **WORKING TOGETHER TO SUPPORT #NORFOLKFOOTBALL**

**So, you want a career in football? Well now's your chance!**

Work with a great group of people in an exciting and fast paced environment that has the development of the beautiful game at its core.

Make a difference and play your part in changing lives through the power of grassroots sport.

**Join us!**

**APPLY**

**EQUALITY & DIVERSITY FORM**

*This 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 Football Association embraces the diversity of Norfolk Football and promotes equal opportunities for all. We welcome applications from all candidates regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex and religion or belief.*

*Norfolk County FA is committed to safeguarding children and adults at risk. Due to the nature of this role, the successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.*



Norfolk County Football Association Ltd  
Registered Office: Norfolk County FA, theFDC, Clover Hill Road, Norwich, NR5 9ED  
Incorporation No: 3830562 England  
To find out more about how we hold personal data, please read our Privacy Policy



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