

Norfolk County Football Association Ltd



3 February 2020

Dear Applicant

RE: theFDC Manager

Thank you for expressing an interest in the aforementioned role. Please find enclosed an Application Pack including the Job Description and Person Specifications.

If you feel you demonstrate the necessary skills and attributes required to fulfil the criteria for the role I would welcome your application.

Should you wish to apply, please ensure your completed application reaches the County Headquarters no later than **5pm on Monday 24 February**.

Please mark the envelope 'Private and Confidential', for my PA's attention.

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.

Interviews for the position will take place on Thursday 5 March 2020.

Those candidates selected for interview will be notified, via email, on **Thursday 27 February**. Should you not receive any correspondence from us by this date this means that unfortunately you have not been selected for interview.

Please be advised that no alternative dates are currently being offered for interview so it will be necessary to ensure your availability for the above date.

I look forward to receiving your completed application.

Yours faithfully

Gavin Lemmon
Chief Executive

Norfolk County FA

theFDC

theFDC@OpenAcademy

theFDC@Flegg

County 5IVES

T.01603 704050
E.info@NorfolkFA.com
Norfolk.com

T.01603 704050
E.theFDC@NorfolkFA.com
theFDCnorfolk.com

T.01603 704050
E.theFDCopen@NorfolkFA.com
theFDCopen.com

T.01603 704050
E.theFDCflegg@NorfolkFA.com
theFDCflegg.com

T.01603 704050
E.County5IVES@NorfolkFA.com
County5IVES.com

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FOR ALL

PLAY COACH VOLUNTEER REFEREE CHOOSE YOUR ROLE #NORFOLKFOOTBALL

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Norfolk County Football Association Application Form theFDC Manager

Surname	
First Name	
Address	
Postcode	
Telephone Number	
Email Address	
Twitter Handle (optional)	
Do you have a disability or have any additional needs that require assistance if attending an interview?	YES / NO
If YES, please give details so that we can accommodate any additional requirements. Alternatively please indicate that you would prefer us to make contact with you to discuss this directly.	
If appointed, what period of notice are you required to give your current employers?	
Do you require a need work permit to work in the UK?	YES / NO

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Please indicate your current salary	
Please give the names and addresses of two referees who can be contacted (only in the event of your being offered the position).	
Please state in what capacity they are known to you (i.e. Personal or employer, etc)	

I certify that to the best of my knowledge, the above details are correct and understand that any offer of employment would be subject to satisfactory references. I also consent to Norfolk County Football Association making verification checks as appropriate (following the interview process).

Name _____ **Signed** _____ **Date** _____

Please return the above form together with your CV, covering letter stating why you are applying for this position and your completed equality and diversity form.

The closing date for applications is 5pm on Monday 24 February 2020

Interview date – Thursday 5 March 2020

All applications submitted will be treated confidentially, please return your application marked 'Private and Confidential' to: Valerie Lemmon, Norfolk County FA, 11 Meridian Way, Thorpe St Andrew, Norwich, NR7 0TA or via emailing Val.Lemmon@NorfolkFA.com

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JOB DESCRIPTION

Title:	theFDC Manager
Hours:	37.5 hours per week
Working Location:	theFDC, Bowthorpe Park, Clover Hill Road, Norwich, NR5 9ED
Line Manager:	Chief Executive
Responsible to:	Board of Directors
Roles reporting into	
Job holder:	3x FDC Coordinators and part-time staff members based at facility
Salary Scale:	Competitive Salary & Benefits Package

Purpose of post:

The Centre Manager is responsible for delivering the successful management of theFDC whilst representing Norfolk FA to customers.

The Centre Manager needs to possess an excellent understanding of facility management, with operational and staff management experience, as the job-holder will have responsibilities for managing the daily operation of the facility.

Specific Duties:

Operational

- Coordinate and prepare all facility requirements to ensure a first-class customer experience
- Ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement
- Oversee the 3G pitches, grass pitch and building maintenance programmes ensuring the facilities are maintained to a high standard
- Oversee facility booking processes and procedures to ensure business rules are applied
- Produce monthly reports regarding the centre's overall performance for the Senior Management Team
- Be responsible for recruitment, training and personal development of staff on site in line with the County FA's Policies & Procedures
- Maximise the catering operation by utilising the available space and meeting the needs of the customer
- Be responsible for staff management including daily management, staff rotas and shift cover, when required
- Work with staff on a day to day basis for the running of functions and events
- Oversee other support services such as waste disposal, vending and parking

Customer Experience

- Drive passion for the overall standards and appearance of the facility at all times
- Be an advocate of the brand, by compliance with policies, procedures and brand standards
- Provide qualitative and quantitative statistics on usage and customer insight
- Work with all staff to deliver great first impressions and customer journey expectations

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People

- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting

Knowledge, Experience & Skills

Essential:

- Experience of facility / operational management and strong interpersonal and relationship management skills
- Health and Safety experience and knowledge of Risk Assessment
- Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation
- Experience of managing staff
- An ability to engage with both the paid and volunteer workforce
- Influence and negotiation skills
- Possess a dynamic, progressive attitude towards innovative practices and processes.
- Experience of ensuring compliance with processes
- Willingness and commitment to work at peak times including evenings and weekends
- The personality to create 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
- Driving licence

Desirable:

- Qualified First Aid at work
- Experience in a football setting
- Experience in a catering/hospitality setting
- Food hygiene certified
- Personal licensee for the sale of alcohol and experiencing of the licensing process
- Knowledge of the County FA's **#NorfolkFootball ForALL** Strategy
- Knowledge of the County FA's DNA
- Knowledge of the Norfolk Education sector and its relevance to grassroots football

Behaviours

- | | |
|------------------------------------|---------------------------------------|
| ▪ Hard working | ▪ Prepared to work evening & weekends |
| ▪ Leadership | ▪ Sense of Humour |
| ▪ Team player | ▪ Transparent |
| ▪ Time Management | ▪ Innovative |
| ▪ Fairness, equality and inclusion | ▪ Good listener |
| ▪ Ability to prioritise | ▪ Problem Solver |
| ▪ Working to strict deadlines | |

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Relevant Legislation and Company Requirements

Ensure all duties are carried out with regard to relevant legislation, policies and procedures including:

- Norfolk County FA's Health and Safety Policy
- Norfolk County FA's Equal Opportunities Policy
- Norfolk County FA Anti-Bribery and Corruption Policy
- Norfolk County FA's Equality Policy
- Undertake such other relevant duties as may from time to time be determined by the Norfolk County FA

Key External Relationships

- Existing Customers
- Local Clubs / Leagues
- Norwich Community Sports Foundation
- Football Foundation
- Active Norfolk
- Norwich City Council

Key Internal Relationships

- FDC Staff
- Chief Executive
- Finance Officer
- FDC@ Managers
- The Board of Directors
- FIDM Manager
- CFA Senior Managers

FA DBS Check & Safeguarding Children

As this role involves direct access to young persons under the age of eighteen, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include an FA DBS Check to ensure their suitability for the role. We will also require the successful candidate to commit to completing an FA Safeguarding Children Workshop.

Transport

The successful applicant will be required to have access to transport.

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/behaviour's 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.

