



# NORFOLK COUNTY FA CAREERS

WORKING TOGETHER TO SUPPORT  
#NORFOLKFOOTBALL

## FDC OPERATIONS ASSISTANT

|               |  |
|---------------|--|
| DEPARTMENT    | Facilities & Development   |
| REPORTS TO    | The FDC Operations Manager   |
| LOCATIONS     | The FDC, Clover Hill Road, Norwich, NR5 9ED<br>The FDC Open, Salhouse Road, Norwich, NR7 9DL |
| CONTRACT TYPE | Permanent  |
| SALARY        | £22,308 - £24,000  |
| CLOSING DATE  | Friday 13 September 2024   |

APPLY

EQUALITY & DIVERSITY FORM



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www.norfolkfa.com



## **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 14 County Cup Competitions each season, oversee match official recruitment and appointments, and operate 2 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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THE  
**FDC**  
FOOTBALL DEVELOPMENT CENTRE

## **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 two 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's at any given time when on site.
- To support the administration of pitch hire bookings and payment procedures for the facilities core initiatives.
- To take beverage and food orders from customers and serve as requested from the FDC café and bar
- 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.
- To contribute to the effective implementation of The FA's Safeguarding 365 Standard for County FA's.



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## KEY RESPONSIBILITIES

### FDC Booking Procedures

- Manage pitch usage, referring to the online booking system to ensure customers are in the right place at the right time
- Ensure pitches are ready for customers to use
- Book and confirm pitch hire and events, including payment processing
- Ensuring all relevant booking / application forms are completed fully and filed accordingly

### Delivering FDC initiatives

- Hosting cup finals & other affiliated football events
- Children's Birthday parties at The FDC
- Functions and meeting room hire at The FDC
- NCFA Coaches Club events

### FDC Café & Bar

- Take and serve beverage and food orders via the FDC café & bar, and the café at The FDC Open
- Support the maintaining of a clean café & bar area before, during and after usage
- Use the facilities cash registers



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## PERSON SPECIFICATION

### EDUCATION / QUALIFICATIONS / TRAINING

#### ESSENTIAL

- None

#### DESIRABLE

- GCSE – Maths and English to Grade C or IGCSE - Maths and English Grade 4

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

### KNOWLEDGE AND EXPERIENCE

- Experience of managing and ordering stock
- Previous experience of money handling
- Knowledge of the structure and partner organisations within football, nationally and within the County FA locality
- Knowledge of The FA's Grassroots Football Strategy
- Experience of project management
- Knowledge and understanding of working with volunteers

#### ENHANCED DBS CHECK REQUIRED?

Yes, with a check of relevant barred lists

#### CLEAN, FULL DRIVING LICENCE?

Desirable





## 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

**Permanent contract, 37.5 hours per week**

The FDC's are open 7 days a week, and working hours vary in line with the operational needs of the Association and the facility.

An example working week would be two day shifts Monday to Friday (9am-5pm or 10am-6pm), two late shifts Monday - Friday (3pm-11pm or 1pm-9pm) and a day weekend shift (8.30am – 5.30pm).

## FURTHER INFORMATION

If you have any questions regarding this role or any of the information enclosed within this job pack please email [Michelle.Stewart@NorfolkFA.com](mailto:Michelle.Stewart@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  
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