



Job Description	
<b>Job Title:</b>	Operations Officer
<b>Reports to:</b>	Head of Operations
<b>Contract Term:</b>	Permanent, 37.5 hours per week, office based
<b>Salary:</b>	Dependant on experience
<b>Job Purpose:</b>	To provide high-quality administrative, financial, and football governance support across the Foundation, ensuring smooth day-to-day office operations, systems management, and an exceptional customer service experience for all stakeholders.
<b>Key Duties:</b>	
<ul style="list-style-type: none"><li>• Day-to-day management of the Foundation's booking system to ensure all programmes, sessions and events are properly configured, participants registered, payments collected and allocated, and queries resolved</li><li>• Managing the Administration email inbox to ensure all queries are dealt with efficiently</li><li>• Supporting and liaising with the Head of Operations on the administration of general operations including Facilities, IT, Quality Assurance, Risk Management, Health and Safety as well as maintaining updates to the Foundation's operational policies and procedures</li><li>• Act as Foundation Club Secretary, supporting the Football and Education teams by providing administration support across the FA Portals</li><li>• Assisting with day-to-day financial administration tasks as required</li><li>• Answering the phone and dealing with calls/voicemails in a timely and professional manner</li><li>• Liaising with STFC regarding stadium facility bookings and managing all associated matchday tasks, including the allocation of tickets and parking spaces, preparation of crib sheets, and co-ordination of competition winners, raffle prizes, and festival entries</li><li>• Act as first point of contact for Foundation visitors ensuring they are greeted appropriately and signed in as needed</li><li>• Management and updating of the Foundation's asset register</li><li>• Managing the office stationery, consumables and equipment orders</li><li>• Collecting and distributing the Foundation's post as well as receiving and co-ordinating Foundation deliveries</li><li>• Undertaking other responsibilities as required which may include an ad-hoc requirement to support initiatives out of hours such as fundraising events</li><li>• Commitment to development and willingness to undertake training where necessary</li><li>• A commitment and adherence to Foundation core values, policies and procedures, including safeguarding, EDI and GDPR</li></ul>	



Person Specification			
Education/Qualifications	Essential	Desirable	Measured
GCSE Maths and English or to an equivalent standard	√		Pre-employment check
<b>Knowledge and Experience</b>			
Some basic knowledge of accounts such as accounts payable/receivable although training will be provided		√	Interview
Understanding of safeguarding and health and safety		√	Interview
<b>Skills and abilities</b>			
Excellent communication and interpersonal skills, the ability to communicate with people at all levels	√		Interview/practical
Able to work in both a team and independently	√		Interview
Ability to work efficiently on own initiative and maintain a high standard of work	√		Application/interview
Strong numerical skills		√	Interview/practical
Attention to detail and high level of accuracy	√		Interview/practical
Excellent planning and organisational skills with an understanding of priorities	√		Interview
Excellent IT skills with proficient use of Microsoft Office	√		Application/interview
Strong written and verbal communication skills	√		Application/interview
<b>Personal</b>			
Current DBS	√		Pre-employment check
Conscientious and diligent	√		Application/interview/Reference
A flexible attitude to working and willing to work evenings and weekends	√		Application/reference
Hold a valid driving licence and have access to own transport		√	Application/Pre-employment check
A commitment to the principles of equality and diversity and inclusion	√		Application/interview
Reliable and dependable	√		Reference