NORTH RIDING COUNTY FA

HEAD OF OPERATIONS & COMPLIANCE

APPLICATION PACK

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ABOUT NORTH RIDING FA

North Riding FA was founded in 1881. We are the local governing body for football and are responsible for the governance and development of football across Teesside and North Yorkshire working in the Local Authority areas of Stockton-on-Tees, Middlesbrough, Redcar & Cleveland, and North Yorkshire.

NRCFA PURPOSE - Enhance football by developing and inclusive game that inspires people and communities.
NRCFA VISION - The vision of North Riding FA is to make football a game for everyone.
NRCFA VALUES - Excellence, Pride, Inclusion, Respect, Positivity



ROLE PROFILE

ROLE TITLE:
Head of Operations & Compliance
REPORTS TO:
Chief Executive Officer (CEO)
DIRECT REPORTS:
Football Operations Officer
Designated Safeguarding Officer
3G Facility Staff
LOCATION:
North Riding FA Headquarters, Stokesley
SALARY:
£38,000 - £43,932 per annum

ROLE PURPOSE

The Head of Operations & Compliance will lead the effective operational management of North Riding FA's facilities, governance, financial administration, compliance framework, and health & safety responsibilities. The postholder will ensure the Association operates efficiently, sustainably, and in accordance with The FA Regulations, Companies Act requirements and corporate governance standards, and all applicable legislation.

The role will have strategic and operational responsibility for the management of the 3G pitch facility, ensuring excellent customer service, financial performance, regulatory compliance, and a safe environment for all users.

KEY RELATIONSHIPS

Internal

- CEO
- Board of Directors
- Audit & Risk Committee
- Football Development Team
- Facility Staff

External

- The FA
- Clubs, Leagues and Members
- Local Authorities
- Contractors and Suppliers
- Auditors
- Health & Safety Advisors
- Community Partners

KEY RESPONSIBILITIES

1. Operations Management

- Lead the day-to-day operational management of North Riding FA facilities.
- Ensure all operational procedures support the delivery of the Association's strategic objectives.
- Develop and monitor operational plans, policies, and procedures.
- Manage contracts, suppliers, and service level agreements.
- Oversee facilities maintenance programmes and asset management.
- Lead business continuity, risk management, and operational resilience planning.
- Support the CEO and Board in delivering organisational efficiency and continuous improvement initiatives.

2. 3G Pitch Management

- Oversee the day-to-day operation of the North Riding FA 3G pitch.
- Maximise pitch occupancy, facility utilisation, and commercial income generation.
- Manage booking systems, customer service standards, and user experience.
- Ensure facilities are maintained to required FA and industry standards.
- Coordinate maintenance schedules, testing programmes, and resurfacing plans.
- Monitor operational budgets, income, expenditure, and performance targets for the facility.
- Ensure cleaning, security, safeguarding, and facility management standards are maintained.
- Develop partnerships with leagues, clubs, schools, local authorities, and community organisations to maximise usage.
- Produce regular performance reports for the CEO and Board.

3. Finance & Business Administration

- Lead the Association's financial administration functions.
- Work with the CEO and Finance Director to develop annual budgets and financial forecasts.
- Monitor organisational financial performance and cash flow.
- Oversee purchase ledger, sales ledger and banking processes.
- Ensure financial controls and delegated authority procedures are followed.
- Prepare monthly management accounts and performance reports.
- Support preparation of year-end accounts and annual audit requirements.
- Monitor grant funding compliance and reporting obligations.
- Ensure value-for-money principles are applied across all procurement activity.

4. Governance & Compliance

- Act as organisational lead for governance and regulatory compliance.
- Maintain compliance with:
  - The FA Rules and Regulations.
  - County FA Code of Governance requirements.
  - Companies Act obligations.
  - Data Protection legislation (UK GDPR and Data Protection Act).
  - Employment legislation.
  - The FA Safeguarding 365 operating standard requirements.
  - Health and Safety legislation.
- Coordinate Board and Committee governance processes.
- Maintain statutory registers, governance records, and policy reviews.
- Monitor organisational compliance risks and ensure mitigation actions are implemented.
- Lead preparation of governance submissions, returns, and assurance reports.
- Support annual governance audits and external reviews.

5. Health & Safety Management

- Serve as the Association's Health & Safety lead.
- Ensure compliance with all relevant health and safety legislation.
- Develop and maintain health and safety policies and procedures.
- Oversee risk assessments across facilities and activities.
- Monitor accident reporting and incident management systems.
- Ensure statutory inspections and testing programmes are completed, including:
  - Fire safety systems.
  - Electrical testing.
  - Gas and water compliance.
  - First aid provision.
  - Building safety requirements.
- Deliver health and safety training and awareness initiatives.
- Report significant health and safety matters to the CEO and Board.

6. Risk Management

- Identify, assess, and manage operational and strategic risks.
- Ensure internal controls remain effective and proportionate.
- Lead actions arising from audit recommendations and compliance reviews.
- Support the Audit & Risk Committee where applicable.

7. Leadership & People Management

- Lead and develop operational staff.
- Conduct performance management, supervision, and development reviews.
- Foster a positive, inclusive, and high-performing workplace culture.
- Promote equality, diversity, and inclusion across all aspects of the Association's work.
- Champion excellent customer service standards.

PERSON SPECIFICATION

Essential Experience

- Significant experience in operational management.
- Experience managing budgets and financial processes.
- Experience of governance and compliance management.
- Experience of facilities management, ideally within sport or leisure environments.
- Experience implementing health and safety systems and compliance frameworks.
- Experience leading and managing staff.
- Experience preparing reports for Boards or senior stakeholders.

Essential Knowledge

- Corporate governance principles.
- Financial management and budget control.
- Risk management frameworks.
- Health and safety legislation.
- Employment legislation.
- Data protection requirements.
- Understanding of football governance structures and The FA environment.

Essential Skills

- Strong organisational and planning skills.
- Excellent leadership and people management abilities.
- Strong analytical and problem-solving skills.
- Financial literacy and budget management capability.
- Excellent written and verbal communication skills.
- Ability to manage multiple priorities effectively.
- High attention to detail and compliance focus.

Desirable Skills

- Relevant health and safety qualification (IOSH or NEBOSH).
- Finance qualification or equivalent experience.
- Experience within football, sport, leisure, or membership organisations.
- Knowledge of The FA's governance and operating structures.
- Project management qualification or experience.

KEY PERFORMANCE INDICATORS (KPIs)

- Achievement of 3G pitch income targets.
- Facility utilisation rates.
- Compliance audit outcomes.
- Health & Safety compliance performance.
- Delivery of balanced budgets and financial controls.
- Timely completion of statutory and regulatory obligations.
- Risk management actions completed within agreed timescales.
- Customer satisfaction levels.
- Staff performance and engagement measures.

CORE VALUES

The postholder will demonstrate and promote the values of North Riding FA through:

- Excellence - Provide and promote the highest standards
- Pride - Love the game, have a sense of purpose, and be proud of what we do
- Inclusion - Provide opportunities FOR ALL
- Respect - Listen and show empathy
- Positivity - Adopt a positive approach at all times

This role is a senior leadership position and forms a critical part of ensuring North Riding FA remains operationally effective, financially sustainable, compliant, and capable of delivering high-quality facilities and services to football across the county.

COMMITMENT STATEMENT

North Riding CFA is committed to delivering The FA's vision of "A Game for All", ensuring football is open, inclusive, and reflective of the communities it serves. The Director of Inclusive Football & Communities will play a critical leadership role in making this vision a reality.

SAFEGUARDING

NRCFA is committed to safeguarding children, young people and adults at risk. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check.

DBS check required - Yes
Clean, full driving licence - Yes

HOW TO APPLY

Complete the application form below:

https://app.smartsheet.com/b/form/a73281ce88ce4f24ac160b5a986a114c

Applications must be submitted by no later than: **Monday 30th November 2026**

The application form cannot be saved so we recommend completing in a word document prior and transferring to the application from ahead of submission.

We would be grateful if candidate could also complete and return the Equality and Diversity Monitoring form below. Please note that completing this form is entirely voluntary.

https://app.smartsheet.com/b/form/31319c1a3c12461286222fc0121ea916

SELECTION PROCESS

Interviews will be held during the week commencing: **TBC**

If you have any queries regarding the role, please contact:
Steven Wade (CEO)
Email: Steven.Wade@northridingfa.com
Phone: (01642) 717777

ENHANCE FOOTBALL

BY DEVELOPING AN INCLUSIVE GAME THAT INSPIRES PEOPLE AND COMMUNITIES