

RECRUITMENT PACK



Job Description

Job Title	Head of Operations (Club Secretary)
Department	Football
Reports to	CEO
Internal Stakeholders	First Team, Academy, Stadium & Grounds, Ticketing, HR, Accounts, Communications, Commercial, Safeguarding, Player Welfare
External Stakeholders	The FA, The EFL & Member Club's, Cambridgeshire FA, SAG Members
Location	The Cledara Abbey Stadium & Training Ground
Salary	Competitive, dependent on qualifications and experience Benefits: 29 days holiday (including Bank Holidays), free parking, free access to mental wellbeing practitioners, retail discount. Final terms subject to completion of a successful probation period of 3 months.
Hours	40 hours per week, including match days and evenings. Remote working available on Wednesday's, with time in lieu for all home fixtures worked. Flexibility & availability outside of working hours required from time to time.
Role Summary	<p>To oversee the Club's Day to day operations always ensuring compliance, whilst undertaking relevant first team football administration and match organisation duties in line with regulatory requirements.</p> <p>The varied role requires a flexible mindset to oversee the daily operations of the Club's activities included but not limited to stadium operations, health & safety, and policy implementation. In addition, the post holder will be responsible for first team football administration and organising all fixtures at the Abbey Stadium in a safe and engaging manner, whilst deputising for the CEO where required.</p> <p>Attendance at all first team home matches is required.</p>
Key Job Outcomes - Operations	<ul style="list-style-type: none"> To organise and lead the operations of all match days at the stadium working in partnership with the Safety Officer to ensure stewards, medical staff, match day staff and volunteers are organised, and fixtures take place in line with relevant regulations and guidance. To oversee the supporter services operations, including establishing strong

	<p>relationships with the Club's SLO & DSLO, whilst managing enquiries and complaints.</p> <ul style="list-style-type: none"> • To forge a strong relationship with the Safety Advisory Group, always ensuring compliance with the Stadium Safety Certificate and relevant legislation. • Support the development, implementation, monitoring and reporting of all policies and their related activities including but not limited to HR, Health & Safety, EDI and Safeguarding. • Responsibility for ensuring that all insurances are compliant and up to date, processing claims as required. • Management of relevant staff. • Deputise for the CEO as and when required.
Key Job Outcomes – Football Administration	<ul style="list-style-type: none"> • Ensure the Club are compliant with all regulations pertaining to the Football League, Premier League, Football Association, UEFA, FIFA and any other professional football governing body, and that all relevant paperwork, submissions and surveys are completed on time. Acting as the first point of contact at the Club for all football Governing Bodies and implementing measures and resolving matters arising as a result. • To facilitate and deliver the registration and re-engagement of all First Team players in accordance with the regulations by which the Club is bound. This will include all player contracts, registration, transfers and loan agreements, both domestic and international, completion of intermediaries' paperwork and transfer documents, using where required EFL CPS and FIFA TMS systems. • Track player transfers, including sell on fees and appearance payments, whilst overseeing all invoicing including player loans and solidarity distribution claims. • Manage the Clubs administration in relation to the football department, players and back-room staff. • Other relevant authorities and attend meetings and training as and when required. • Manage external Scout requests. • Commitment to CPD and attending relevant internal and external meetings and training events as and when required. • Communicate all aspects of football rules, regulations and requirements to the Board and the Club's staff and advising relevant personnel of the Club's obligations and responsibilities. • Keeping the Director of Football, Head of Academy Secretary and Assistant Club Secretary, fully informed about all football and player-related matters, including the management of international call ups. • Providing advice and support to the Academy & Women's Departments as and when required, in relation to registration, and regulations. • To manage the scheduling of all first team competitive & non-competitive fixtures, as well as the arrangement of match officials for all First Team and home fixtures, and completion of pre-and-post match documentation and being the lead contact for visiting clubs and match officials. Applicable to other stadium matches and events as and when required.

	<ul style="list-style-type: none"> • Management of the First Team and match day payroll, including bonuses and the recording of effective contract changes and contractual trigger clauses in transfer agreements for incoming and outgoing players. • Maintain and keep up to date all players' private medical insurance scheme, ensuring joiners and leavers are notified in a timely fashion, as well as for trialists. Liaise with the medical department over medical examinations and billing enquiries. • Co-ordination and maintenance of player disciplinary matters and records, including where necessary preparation of appeals to The FA. • Management of The FA Whereabouts system and implementation of all relevant anti-doping procedures and regulations. • Act as the Company Secretary at all Board Meetings.
--	---

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

Person Specification

Skills, Knowledge, Qualifications & Experience	Required	Desirable
Educated to degree level or equivalent		✓
Valid Full (UK) Driver's License	✓	
Enhanced DBS Disclosure	✓	
Emergency First Aid Certificate		✓
IT Skills to include the ability to use Microsoft Office	✓	
Be able to communicate effectively at all levels, have excellent organisational skills, and be fully computer literate	✓	
Previous experience of events and/or facility operations	✓	
Health & Safety knowledge and experience, always remaining compliant	✓	
Knowledge of rules and regulations which govern football both at a domestic and international level	✓	
Knowledge and experience of policy development and implementation	✓	
Experience of working in a professional sports club		✓
Experience of complying with EFL operational requirements		✓
Strong organisational and administrative skills	✓	
Excellent communication skills	✓	

Accurate timekeeping skills	✓	
Attitude & Behaviours		
Take responsibility for ensuring high quality of work	✓	
A genuine team player who will support and motivate other members of the team	✓	
An adaptive individual who can cope well in high pressure situations	✓	
Work effectively in a fast-paced environment; remain calm under pressure and be comfortable working to tight deadlines	✓	
Be flexible with your working hours to meet the demands of the role, attending all First Team home fixtures.	✓	
Align with the Club's values and seeks to support the delivery of it's mission and vision.	✓	
A proven ability to multitask and manage multiple projects	✓	
Personal Qualities		
Hardworking and enthusiastic, with a positive can-do attitude	✓	
Meticulous attention to detail	✓	
Always understands the importance of confidentiality and integrity	✓	
Loyal and committed	✓	
Seeks to learn and develop daily	✓	

Application Process

Application Instructions	Interested applicants should apply by submitting their application form, CV and Cover Letter, applications which do not include all documents will not be reviewed.
Application Closing Date	28 th July 2025
Interview Date(s)	31 st July 2025
Start Date	October 2025
Mission, Vision & Values	<p>Mission</p> <p>Cambridge United aspires to compete at the highest level of the English Football League, whilst operating a financially sustainable football club embedded within the heart of its community. We are custodians with a collective responsibility to protect and enhance the Club for future generations.</p>

	<p>Vision</p> <p><i>Creating Memories: We engage current and future generations of supporters by creating memorable moments.</i></p> <p><i>Driving Standards & Performance: We will evolve by driving standards and performance through self-reflection and education.</i></p> <p><i>Enhancing Lives: We are an inclusive Club that is United in Endeavour to enhance lives through the power of sport.</i></p> <p>Values</p> <p>We engage positive and inspiring characters who are committed to serving and strengthening our community, by adopting our 3 keys values.</p> <p><i>Teamwork: We achieve more through working together than alone and are United in Endeavour.</i></p> <p><i>Hard Work: We are committed to learning and working towards our pursuit of excellence in everything we do.</i></p> <p><i>Humility: We will celebrate each other's successes and recognise that no individual is greater than the collective.</i></p>
Employability Statement	<p>Cambridge United FC is committed to promoting equality of opportunity for all staff. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.</p>
Safeguarding Statement	<p>Cambridge United FC is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.</p> <p>For those positions where a criminal record check (DBS) is identified as necessary, this will be carried out in line with other safer recruitment checks.</p> <p>The post holder will be required to undergo Safeguarding training periodically.</p>
Equality, Diversity & Inclusion	<p>Cambridge United FC is committed to promoting equality of opportunity for all staff and job applicants. We are committed to creating an inclusive workplace and welcome applications from disabled candidates. If you require any adjustments during the recruitment process, please let us know.</p> <p>We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate based on age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, gender, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-</p>

	economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.
--	--

	https://forms.office.com/e/WkrhMHMzzL
--	---