

**ROLE DESCRIPTION**

**Job Title:** IFA Education and Heritage Centre Placement

**Location:** National Football Stadium at Windsor Park, Belfast

**Responsible to:** Education and Heritage Centre Manager

**Duration of Post:** September 2017 – August 2018.

**PURPOSE OF THE ROLE**

To support and assist the Education and Heritage Centre manager and other IFA SDC staff in the delivery of EHC Services, Stadium Tours and Visits. The placement student will work as a member of the IFA Stadium Development Company.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Support the Education and Heritage Centre Manager in relation to the IFA Education and Heritage Centre and Stadium Tours with specific focus on the following areas:
   1. Administrative support to the Education and Heritage Centre, including the development of Rota systems, dealing with external bookings and developing EHC risk assessments
   2. Supervision of EHC volunteers during events and stadium tours
   3. Assist in the updating of the EHC online booking system
   4. Assist in the delivery of volunteer development training, talks and promotional campaigns
   5. Liaising with other key parties within the stadium in relation to Stadium access and usage for Tours
   6. Providing excellent communication and updates to public enquiries, volunteers and other stakeholders
2. Supporting the development and documentation of the full EHC offering for 2017 including Stadium Tours, Special Events and Educational Programmes.
3. Support the identification and implementation of approved options for resourcing the offerings from the EHC items such as branding and props required for the tour etc. with support from the Assistant to the Stadium Director and the SDC Accountant;
4. Support the ticketing and bookings at the centre in particular dealing with public enquiries and processing bookings within the EHC.
5. Support the EHC Manager in managing the IT booking system including customer relations management.
6. Support the EHC manager in managing the EHC budget.
7. Dealing with Birthday party bookings and reservations
8. Liaise with Sodexo re corporate catering bookings.
9. Liaise with the Irish FA Education department to develop educational programmes and schools bookings and programmes.
10. Support the effective management of Health & Safety risks and issues in conjunction with the EHC Manager and Assistant to the Stadium Director;
11. Support the maintenance and upkeep of all exhibits in the EHC in conjunction with third party suppliers;
12. Update, manage and develop a range of volunteer recruitment and management resources including volunteer supervision records.
13. Support and update the content of the EHC’s microsite and social media channels.
14. Promote events and opportunities when needed through the development of Press Releases and use of other promotional methods
15. Ensure that all relevant programmes and activity information is documented, collated and analysed so that progress towards outcomes can be demonstrated internally and externally.
16. Work closely with IFA SDC staff to support the implementation of the IFA EHC Strategy
17. Support the EHC manager in the preparation of funding applications, reports and programme evaluations.
18. Proactively participate in recruitment and selection, training and development opportunities, performance appraisals and reviews for volunteers and paid workers/employees.
19. Service the Irish FA’s policies in line with its development plans.
20. Adhere to and actively support at all times all company policies, procedures, processes and working practices, including adhering to best practice.
21. Any other duties as may be reasonably requested from time to time.

Essential Requirements

* Excellent administration skills
* Excellent communication skills especially written, and oral
* Must be able to work accurately with good attention to detail
* Ability to follow standardised processes
* Reliable and trust worthy
* Ability to present to and lead visitor groups

Desirable Requirements

* Experience in admin based roles
* Experience in updating website content
* A valid driving license with access to a car/van

Salary Details

This opportunity with the Irish FA is an unpaid placement.