



**FACILITY OFFICER**

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**RECRUITMENT PACK**

<b>Job Title:</b>	Facility Officer
<b>Location:</b>	Hartford House, Hartford Moss Recreation Centre, Northwich, CW8 4BG
<b>Closing Date:</b>	31st May 2022
<b>Contract Type:</b>	Zero Hours Contract
<b>Salary:</b>	National Living Wage (dependent upon age)
<b>Working Hours:</b>	A variety of evening and weekend shifts on a weekly basis <i>Typically, an evening shift is 4.30pm-10.30pm &amp; weekends any time between 8.00am-9.00pm</i>

### A BIT ABOUT US

We govern Football across Cheshire and have been doing that since 1878. Now, we are changing our approach to put our clubs, leagues, players, coaches and referees at the forefront of our thinking. These are our volunteers. These are our people. We help to grow the game in Cheshire and develop each and every area of Football.

### A BIT ABOUT THE ROLE

Cheshire FA requires a committed, enthusiastic and flexible individual to support the delivery of our strategy.

Are you interested in facility management and looking for experience within football? Do you have an interest in providing first class customer services? Do you want to be part of a forward thinking and innovative County FA with a clear objective to change lives through football?

If so, we'd like to hear from you!

### EQUALITY AND DIVERSITY

We would encourage all applicants to complete our voluntary Equality & Diversity Monitoring Form, via this [link](#), as part of the application process. The data we collect will be anonymous and confidential and will not be stored or linked to your application in any way. The data helps Cheshire FA to build a more accurate picture of the diversity of the people applying to join the organisation, and to then monitor progress in this area. The link to complete this is in the application form.

You can also read our Equality Policy, [here](#).

Data will be held in accordance with the Data Protection Act 2018 and Cheshire FA's [Privacy Policy](#).

Cheshire FA is committed to, and values the principles of diversity, equality and inclusion. We strive to provide an inclusive and supportive working environment where all our team feel respected and supported in fulfilling their potential. We encourage and welcome applications from all, regardless of background and are particularly interested to hear from individuals belonging to under-represented groups including individuals from minoritised communities, all genders identities, individuals with a disability and LGBTQI+ individuals, people of faith and people of all ages. If you are an applicant with a disability who meets the essential requirements of the job, we will interview you.

Cheshire FA are committed to ensuring recruitment decisions will be based on merit with a focus solely on the skills and experience required for the job. Diversity monitoring data will not be used for selection purposes, but will be used to help ensure that policies, practices and procedures promote equality of opportunity.

Should you need any reasonable adjustments to the recruitment process, at either application or interview stage, please contact us directly via [FootballCentre@CheshireFA.com](mailto:FootballCentre@CheshireFA.com)



**INCLUSIVE**

CHAMPIONING AND ENSURING THAT FOOTBALL  
IS AVAILABLE AND SAFE FOR EVERYONE



**PROGRESSIVE**

COMMITTED TO CONTINUOUSLY IMPROVE  
AND BE TRANSFORMATIONAL IN WHAT WE DO



**RESPECTFUL**

SET THE STANDARDS FOR RESPECTFUL  
BEHAVIOUR ACROSS THE GAME



# ROLE PROFILE



**Reports to:** Facility Manager

## Purpose:

- We want a hardworking and reliable individual who can contribute to the safe opening of our 3G football pitch and indoor conference facility.
- The ideal candidate will be someone who is
  - efficient;
  - hardworking;
  - uses their initiative;
  - enjoys working alone and as part of a team;
  - can learn quickly.

## Responsibilities:

- Provide a warm, friendly, and efficient welcome to customers, check them in, answer their queries, and direct them to the appropriate location.
- Undertake regular building checks to ensure that high standards of cleanliness are being maintained and carry out reactive cleaning duties to support our cleaning team.
- Be a contact point for customers, wherever you are deployed.
- Be able to give customers accurate information about Cheshire FA, and its activities, face to face, and over the phone.
- Be responsible for the safe opening and closing of the building and 3G pitch.
- Take customer bookings through our selected booking system.
- Process customer payments both by card and cash.
- Effectively cash-up all payments at the end of a shift.
- Set up the conference facilities for meetings and events based upon the requirements of customers.
- Set up the 3G pitch for bookings, matches and sessions based upon the requirements of customers.
- Respond pro-actively to customer queries around pitch/conference bookings both in person and via email/telephone.
- Provide excellent customer service.
- Communicate with customers the most up to date requirements of their bookings.
- Ensure that basic facilities, such as water and heating, are well-maintained.
- Adhere to health and safety requirements and legislation.
- Provide a security presence for the building and remain vigilant for any suspicious activity, responding or reporting as necessary.
- Record and report any maintenance issues to the Facility Manager.
- Carry out general building and pitch checks.
- Support and attend Cheshire FA events and functions.
- Contribute to the effective administration of the Facility.
- Contribute to the implementation of the Cheshire FA Business Strategy.
- Complete all necessary tasks as instructed by the Facility Manager.



# WHAT WE'RE LOOKING FOR



## Qualifications:

### Essential

- Minimum of 5 GCSEs including a 'C' grade/grade '4' in Mathematics and English Language

### Desirable

- Facility-related Qualification/Certification
- Customer Service Qualification/Certification
- Sport-related Qualification/Certification

## Skills & Abilities

### Essential

- Affinity and passion for our Values of being Inclusive, Progressive & Respectful;
- Self-motivation with drive, energy and initiative.
- Professional, consistent personality;
- Passion for excellence;
- Hard working, motivated and confident;
- The ability to multi-task and prioritise your workload;
- Team working skills and the ability to lead and motivate others;
- Adaptable, flexible, able to thrive on challenges whilst handling a multitude of tasks and responsibilities;
- Computer literate, able to use IT Systems including Microsoft Office
- Effective time management skills;
- Strong attention to detail;
- Driven and ambitious with a flexibility and willingness to take on responsibilities and challenges with vigour;
- A quick learner with an openness to new ideas;
- Team player;
- Enthusiastic and approachable;
- Resilient and calm under pressure;
- Tactful, diplomatic and assertive when dealing with challenging situations.



## Knowledge & Experience

### Desirable

- A passion for grassroots football.
- Knowledge of The FA's National Game Strategy,
- 1/2 year(s) experience of a customer facing role.
- Experience of working with a variety of customers.
- Experience of working within a Facility setting.

## Other

### Essential

- Evening Availability
- Weekend availability

Enhanced DBS Check required? YES

Clean, full driving licence? YES

# HOW TO APPLY



## WHAT WE CAN OFFER

- You will get the chance to work with our nationally recognised leaders and help us to improve the work we do. You'll be part of a forward thinking and progressive County FA.
- A career in football with the local governing body of the grassroots game here in the heart of Cheshire
- Opportunities to progress your career across the County FA Network throughout England and at The FA
- Access to high-quality training, networking and personal development opportunities

## SAFEGUARDING

We are 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 the information provided. The successful candidate will also be required to undertake a safeguarding induction and safeguarding training as outlined by the FA.

Please complete our application form and return by either email or post to:

- Mathew Griffiths, Facility Manager at Cheshire FA via [FootballCentre@CheshireFA.com](mailto:FootballCentre@CheshireFA.com)
- Postal applications are to be addressed; Strictly Private and Confidential, for the attention of Mathew Griffiths, Facility Manager, Cheshire FA, Hartford House, Moss Farm Recreation Centre, Northwich, Cheshire, CW8 4BG.

We would also be very grateful if you can please complete our voluntary Equality & Diversity Monitoring Form, as detailed on page 1, upon submission of your application via this [link](#).

The **closing date** for applications is 5pm on **31st May 2022**.

If we wish to proceed with your application, we will invite you for an interview.

*Due to the volume of applications received for most roles, we may only be able to contact candidates if they are shortlisted for interview. If you do not hear from us within five days of the closing date, you should assume your application has not been successful. We aim to provide feedback to shortlisted candidates who are unsuccessful at interview. However, due to the volume of applications received for most roles, we will unfortunately not provide feedback to those candidates who are not shortlisted for interview.*

If you have any questions about the role, please contact [FootballCentre@CheshireFA.com](mailto:FootballCentre@CheshireFA.com) for an informal discussion.

## GOOD LUCK!



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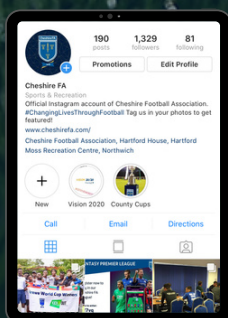
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