**Job Description and Person Specification**

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| **Job title** | Centre Manager |
| **Reports to** | Head of Commercial and Operations |

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| **Job purpose(s)** |
| * Lead and drive the professional delivery of excellent customer service at all times
* Delivering the safe and cost-effective operation of the Rectory Park
* Training, coaching and developing your team
* Ensure company and brand standards are maintained as well as adhering to H&S guidelines.
* Management of bookings calendar and logistics for use both inside the building and across our pitches
* Responsible for raising invoices and ensuring customers adhere to their contractual agreements
* Able and willing to work on the same shift pattern (3-week shift pattern, involving mainly evenings and weekends) as Duty Managers, leading by example at all times
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| **Direct reports** | 3 Duty Managers and casual staff |

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| **Location** | Middlesex Community Football Centre, Rectory Park, Northolt, UB5 5FA |
| **Working hours** | 35 hours per week. Mainly evenings and weekends to meet the demands of the business |
| **Contract type**  | Permanent  |
| **Starting salary** | £25,000 – 28,000  |

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| **Responsibilities** |
| **Management*** Responsible for ensuring the business operates within budget
* Ensure safeguarding remains at the forefront
* Proactive and determined to help Rectory Park grow and improve in the future
* Manage and support a team to achieve Key Performance Indicators and progress as individuals
* Responsible for managing contracts with external suppliers/partners to ensure the facility operates effectively and efficiently
* Leads by example on shift and willing to take on the generic roles of facility staff as and when necessary
* Confident presenting back insight and data to the Head of Commercial and Operations and MCFC Board
* Assist in the recruitment, training and personal development of casual staff
* Able and confident dealing with conflict when necessary internally and externally

**Operational** * Lead on the communication with all customers relating to facility hire agreements
* Ensure all invoices are raised and paid for within the appropriate time scales
* In line with the company business plan, achieve targets for pitch and room usage
* Coordinate and prepare all facility requirements to ensure an outstanding customer experience
* Manage three duty managers responsible for Health and Safety, Facility Maintenance and Hospitality
* Manage the staff rota for full time and casual staff
* Ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement
* Oversee facility booking processes and procedures to ensure business rules are applied
* Work with catering and duty staff on a day-to-day basis for the running or functions and events
* Oversee other support services such as waste disposal, vending and parking
* Oversee support services including but not limited to, waste disposal, vending and car parking

**Customer Experience** * Drive passion for the overall standards and appearance of the facility at all times
* Be an advocate of the brand, by compliance with policies, procedures and brand standards
* Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice
* Work with the Duty Managers and casual staff to deliver great first impressions and customer journey expectations
* Manage the Rectory Park inbox ensuring customers are responded to within SLAs identified
* Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting
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| **Person specification** |
| **Qualifications** |
| **Essential** * Educated to A Level or equivalent.
 | **Desirable** * A qualification related to leisure/management
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| **Skills, Knowledge and Experience** |
| **Essential:-*** Experience in facility / operational management
* Strong interpersonal and relationship management skills
* Enjoy a customer facing role
* Understanding and knowledge of Health and Safety requirements within a leisure facility
* Ability to lead, manage and motivate a team
* Approachable by customers and your team
* Be able to demonstrate a high level of operational, leadership, planning, organisational, interpersonal and communication skills.
* Be a self starter with a can do attitude.
* Be target driven and customer service orientated
* Budget management experience
* Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation
* Influencing and negotiation skills
* Possess a dynamic, progressive attitude towards innovative practices and processes. Experience of ensuring compliance with processes
* The personality to create a productive, dynamic and vibrant environment for staff and users
 | **Desirable:-** * Experience of leading team meetings and creating a team strategy
* Experience of working with partner organisations
* Driving licence
* Qualified First Aid at work
* Experience in a football setting
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| **Knowledge and experience** |
| **Enhanced DBS Check required?** | YES |
| **Clean, full driving licence?** | YES |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below**  |
| **FA value** | **Behaviours** |
| COMMITTED | We are committed to doing the right thing. Governing the game in a way that's fair to all and treats everyone the same regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity. |
| CREATIVE | We are creative. Adopting creative solutions to ensure we stay ahead of the game and meet the needs of our football community. We will focus on the future and learn from the past. |
| COLLABORATIVE | We are collaborative. We will engage with local and national partners to offer benefits to our football community. We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are meeting their needs and listening to their feedback. We will collaborate with each other to share knowledge, provide feedback and work as a team to meet our common goal.  |
| CONNECTED | To be connected. We are connected to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do.  |

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| **Benefits of working at Middlesex FA** |
| • Workplace pension scheme• A day off on your birthday• Access to the cycle to work scheme• Free Nike Staff Uniform every year• Employee Assistance Programme• Customer Service Awards• Access to FA Cup Final Tickets and England Tickets at Wembley• Opportunity to be part of the Health and Wellbeing Group (This group supports all staff on a range of topicssuch as fundraising for our Charity Partner, Health and Fitness, Wellbeing Workshops, Staff Socials and muchmore)• 2 Volunteering days a year (to take place in Middlesex)• Personal Development Budgets• Professional Development Plan• 20 days annual leave as standard• Additional Days leave after 5 years’ service• 15% Staff Discount at Rectory Park |

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| **How to apply** | Submit your CV and Cover Letter on the link below.[https://middlesexfa.peoplehr.net/Pages/JobBoard/Opening.aspx?v=79eadeb6-7bf9-46e6-834d-97be7036d2c0#](https://middlesexfa.peoplehr.net/Pages/JobBoard/Opening.aspx?v=79eadeb6-7bf9-46e6-834d-97be7036d2c0)  |
| **Deadline for applications**  | Advertised until filled |
| **Interview Date**  | TBC with applicant - advertising until filled |

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| **Job description reviewed and modified by:** | George Wells, Head of Commercial and Operations |
| **Date job description reviewed and modified:** | 10/03/2022 |
| **Job description authorised by:** | Leigh O’Connor |

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| **Signed by job holder (on appointment):**  |  |
| **Date signed:** |  |

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.