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| ***Job Title:***  ***Salary:*** | ***Duty Manager***  ***£19,500*** | | | | |
| ***Reports To:*** | ***Centre Manager*** | | | ***Jobs Reporting into the Job‑Holder:*** |  |
| 1. ***Job Purpose*** | | | | | |
| *The Duty Manager is responsible for working alongside the Centre Manager to deliver the successful management of the Company Headquarters at Rectory Park, Northolt\*, ensuring the safe and cost‑effective operation of the venue whilst representing Middlesex FA to customers.*  *The Duty Manager needs to possess a good understanding of facility management, with operational and staff management experience, as the job-holder will assist and cover the Centre Manager with responsibilities for managing the daily operation of the facility.*  *\**including 2 x 3G Artificial Pitches, changing rooms and Community Space | | | | | |
| 1. ***Principal Accountabilities/Responsibilities*** | | | | | |
| ***Operational***   * *Coordinate and prepare all facility requirements to ensure an outstanding customer experience* * *Support the Centre Manager to ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement* * *Manage the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard* * *Procurement and responsibility for arranging appropriate suppliers to undertake duties as identified by the Centre Manager* * *Oversee facility booking processes and procedures to ensure business rules are applied* * *Through predetermined software maintain accurate records of all visitors to the facility and their activities* * *Assist Centre Manager to prepare quarterly management information of all activities and visitors to the facility* * *Assist in the recruitment, training and personal development of Facility Attendants* * *Maximise the catering operation by utilising the available space and meeting the needs of the customer* * *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* * *Support the Centre Manager with staff management including daily management, staff rotas and shift cover, when required* * *Oversee support services including but not limited to, waste disposal, vending and car parking* * *Work alongside the Centre Manager to control consumable costs with the support of the management team*   ***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* * *Provide qualitative and quantitative statistics on usage and customer insight* * *Work with the casual Facility Attendants to deliver great first impressions and customer journey expectations*   ***People***   * *Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting* | | | | | |
| 1. ***Person Specification*** | | | | | |
| ***Knowledge/Experience/Technical Skills/Behaviours*** | | | | | |
| ***Essential:-***   * *Experience and proven success on facility / operational management and strong interpersonal and relationship management skills* * *Health and Safety experience and knowledge of Risk Assessment* * *Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation* * *An ability to engage with both the paid and volunteer workforce* * *Influence and negotiation skills* * *Possess a dynamic, progressive attitude towards innovative practices and processes. Experience of ensuring compliance with processes* * *Willing to work at peak times including evenings and weekends* * *The personality to create a productive, dynamic and vibrant environment for staff and users* * *Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice* | | | ***Desirable:-***   * *Experience of managing casual rota staff* * *Experience of working with partner organisations* * *Driving licence* * *Qualified First Aid at work* * *Experience in a football setting* | | |
| ***b) Behaviours*** | | | | | |
| * *Problem solving* * *Teamwork* * *Communication and influencing* * *Delivering business results* * *Customer excellence* * *Developing self and others through leadership* * *Planning and control* | | | | | |
| ***Further Information***  *As this role involves direct access to young persons under the age of 18, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check through the Disclosure and Barring Service, to ensure their suitability for the role.* | | | | | |
| *Completed by Name/Role* | | *Andy Perren – Centre Manager* | | | |

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.  The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.