



RECRUITMENT PACK

Centre Manager– Creasey Park

OUR VALUES



INTEGRITY

We strive to be professional in all we do, are fair, honest, reliable and accountable.



PASSIONATE

We are committed, hard-working and enthusiastic in delivering football opportunities, for all the enjoyment and benefits it brings to the participants.



RESPECTFUL

We will work collaboratively, with empathy and humility, driving equality and diversity to develop football for all and ensure all those who wish to be involved are supported and encouraged.



COMMUNITY AND CUSTOMER FOCUSED

We are committed to developing our services based on the needs of our communities and individual customers.



CONTINUOUS IMPROVEMENT

We are innovative and creative in seeking to deliver high quality service, reviewing our work to improve exciting and explore new ways of delivering football.



For All

Job Description and Person Specification

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.

Job title	Centre Manager – Creasey Park Football Community Centre
Reports to	CEO

Job purpose(s)	
<ul style="list-style-type: none"> Contribute to the successful delivery of The FA's 2024–2028 Strategy and the Bedfordshire FA Business Plan through effective operational management of Creasey Park. Ensure the centre operates in full compliance with FA health and safety, safeguarding, and facility standards, embedding a strong culture of safe, inclusive football environments. Support safeguarding procedures at the centre by ensuring all staff and users meet required qualifications and by maintaining vigilant oversight of safe practice on site. Work closely with the central administration team to implement and support the use of FA technology systems and platforms (e.g. booking systems, Club and league portal, reporting tools). Ensure compliance with all FA and Bedfordshire FA rules, regulations, policies, and operational guidance as applicable to the role and facility operations. Promote and protect the reputation of Bedfordshire FA through professional and community-focused facility management. 	
Direct reports	N/A

Location	Creasey Park Community Football Centre & Bedfordshire Football Association Head Office – Skimpot Road, Dunstable			
Working hours	<ul style="list-style-type: none">A 30-minute unpaid lunch break is included in each shift.Weekend and evening work are required to meet the operational needs of the business.The company operates a time-in-lieu policy for additional hours worked.This role operates on a two-weekly rota			
	Day	Start Time	End Time	36.0
	Monday	15:00	22:00	hrs
	Tuesday	15:30	22:00	
	Wednesday	09:00	16:30	
	Thursday	15:30	22:30	
	Friday	Off	Off	
	Saturday	08:30	18:00	
	Sunday	Off		

	Day	Start Time	End Time	36.0 hrs
	Monday	14:00	22:00	
	Tuesday	15:00	22:00	
	Wednesday	09:00	17:00	
	Thursday	15:30	22:30	
	Friday	Off	Off	
	Saturday	Off	Off	
	Sunday	08:30	17:00	
Salary	£30,000 including company laptop and mobile phone (+4% salary pension contribution paid into a personal pension)			
Contract type	Full-Time – Permanent			
Holiday Entitlement	22 Days + Bank Holidays (Increases up to 25 Days with long service)			

Responsibilities

Core Responsibilities:

- Under the guidance of the CEO, be operationally responsible for the day-to-day management of the Creasey Park Community Football Centre whilst on shift.
- Ensure the Football Centre operates efficiently, effectively, and in accordance with health and safety regulations, safeguarding standards, and relevant legislation.
- Manage the Football Centre's operations in line with Bedfordshire FA's policies, procedures, and financial controls.
- Develop and implement systems to monitor the effective functioning of all centre equipment and facilities.
- Support the Grounds Team with the coordination and scheduling of the site's maintenance programme.

Staff Management:

- Line manage and lead the casual workforce, including scheduling, performance oversight, and ensuring appropriate staffing levels for all activities.
- Ensure all casual staff possess the necessary safeguarding, first aid, and health & safety qualifications before commencing duties.
- Foster a positive and proactive working culture that supports customer service excellence and team accountability.

Partnerships & Engagement:

- Work closely with key partner clubs to coordinate and support the operational delivery of matchdays, including first team fixtures.
- Build strong working relationships with local clubs, stakeholders, community groups, and hirers to maintain positive engagement and centre usage.

Business Development & Administration:

- Work with the central administration team to ensure smooth day-to-day operations, accurate booking systems, and effective communication with centre users.



For All

- Take an active role in supporting the central team with marketing and promotional efforts to grow awareness of the centre and attract new bookings or partnerships.
- Maximise facility usage by identifying commercial opportunities, minimising downtime, and ensuring the centre meets local community and football development needs.
- Take specific lead responsibilities across areas such as:
 - Marketing and external communications
 - Facility cleanliness and maintenance oversight
 - Bar and catering provision (where applicable)
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Person specification

Qualifications

Essential

- Proven experience in facility or operations management, ideally in a sport, leisure, or community setting
- Experience managing staff or volunteers, including scheduling and performance oversight
- Knowledge and understanding of safeguarding, health & safety, and risk management practices in a public-facing environment
- Excellent communication and interpersonal skills, with the ability to build strong working relationships with clubs, partners, and service users
- Strong organisational and time-management skills, with a proactive and solution-focused approach
- IT literate, with experience using Microsoft Office and digital systems to manage bookings, records, or communications
- Understanding of budgetary constraints and cost-effective service delivery
- Flexible approach to working hours, including evenings and weekends as part of a shift rota

Desirable

- Safeguarding qualification (e.g. FA Safeguarding Children Workshop or equivalent)
- First Aid qualification (e.g. FA Emergency Aid)
- Experience working within grassroots football, club development, or community sport
- Experience in marketing or promotional activity, including use of social media to support facility engagement
- Knowledge of The FA's strategy for grassroots football and County FA operations
- Relevant qualifications in facility management, sport/leisure management, or customer service (e.g. NVQ Level 3 or higher)
- Experience managing contractors, maintenance schedules, or service suppliers

Skills

Essential

- A child-centred approach and the ability to maintain this perspective and apply common sense.
- Clarity about what constitutes poor practice and abuse and how to manage cases effectively.

Desirable

- Effective presentation and facilitation skills.
- Ability to de-escalate heated and challenging situations.
- Experience of interviewing children and or adults in relation to allegations.

<ul style="list-style-type: none"> • Ability to deal constructively with people's emotions (e.g. upset, distress, conflict, animosity). • Capacity to handle confidential data/information sensitively. • Ability to promote safer practice and the importance of safe and fun football environments. • Outstanding team-working skills. • Exceptional communication, interpersonal and influencing skills. • Effective prioritisation and time-management skills. • Competent in the use of IT, including Microsoft Office applications. 	
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Knowledge and experience

Essential <ul style="list-style-type: none"> • Leadership and People Management Ability to effectively lead, motivate, and manage a casual workforce, ensuring high standards of service and professionalism. • Operational Planning and Coordination Strong organisational skills to coordinate bookings, staff schedules, and facility readiness across a dynamic and multi-use site. • Communication and Relationship Building Excellent verbal and written communication skills with the ability to engage confidently with partners, clubs, customers, and internal teams. • Customer Service Focus Commitment to delivering a high-quality, user-focused experience and resolving issues promptly and professionally. 	Desirable <ul style="list-style-type: none"> • Marketing and Promotion Ability to support marketing activity, including creating and sharing content to promote the centre's facilities and drive usage. • Financial Awareness Understanding of basic financial processes, including budgeting, cost tracking, and income generation. • Negotiation and Partnership Working Confidence in managing external relationships, including negotiating with clubs, hirers, and suppliers to support the centre's goals. • Strategic Thinking Awareness of how the role contributes to the broader strategic objectives of Bedfordshire FA and The FA's National Game Strategy. • Maintenance Oversight Ability to monitor equipment and site conditions and liaise effectively with maintenance providers and ground staff.
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For All



- **Problem Solving and Initiative**
Ability to assess challenges calmly and implement practical, timely solutions.
- **IT and Digital Systems Proficiency**
Competent in using booking systems, Microsoft Office applications, and digital tools to support day-to-day operations.
- **Health & Safety Awareness**
A strong understanding of safeguarding and health & safety best practices within a public or sports facility environment.
- **Adaptability and Flexibility**
Willingness to work flexibly, including evenings and weekends, and respond to the changing demands of the centre.
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Enhanced DBS Check required?

Yes

Full UK driving licence?

Yes

The job holder will be expected to understand and work in accordance with the following values/behaviours:

Bedfordshire FA Values	Behaviours
INTEGRITY	Strive to be professional in all we do, be fair, honest, reliable, and accountable.
PASSION	Committed, hard-working and enthusiastic in delivering football opportunities, for all the enjoyment and benefits it brings to the participants.
RESPECTFUL	Work collaboratively with empathy and humility, driving equality and diversity to develop football for all and ensure all those who wish to be involved are supported and encouraged.
COMMUNITY AND CUSTOMER FOCUSED	Committed to developing our service based on the needs of our communities and individual customers.
CONTINUOUS IMPROVEMENT	Innovative and creative in seeking to deliver a high-quality service, reviewing our work to improve and explore new ways of delivering football.

Job description authorised by:

Alan Young, Chief Executive Officer

Date signed:

10/10/2025



HOW TO APPLY

Please submit your CV and Cover Letter (2 sides maximum) outlining how you meet the role profile and person specification, by either email or post to:

- Alan Young, CEO, Bedfordshire FA via: Recruitment@BedfordshireFA.com
- Postal applications are to be addressed, Strictly Private and Confidential, for the attention of:

Alan Young, CEO, Bedfordshire FA, Century House, Skimpot Road, Dunstable, LU5 4JU

We would also be very grateful if you could please complete our voluntary Equality & Diversity Monitoring Form, as detailed on page 2, upon submission of your application via this [link](#).

The **closing date** for applications is midday on Wednesday, 29th October 2025.

The interviews will be held on Monday, 3rd November 2025, at The Bedfordshire Football Association, Skimpot Road, Dunstable, LU5 4JU. The interviews will be face-to-face.

Two references will be required before the appointment for the role.

Due to the volume of applications received for most roles, we may only be able to contact candidates if they are shortlisted for an interview. If you do not hear from us within five days of the closing date, you should assume your application has not been successful.

If you have any questions about the role, please get in touch with Recruitment@BedfordshireFA.com.

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.