



Role Profile

Job Title:	Casual Facility Assistant		
Reports To:	Facility Manager	Jobs Reporting into the Job Holder:	N/A
Remuneration	National Living Wage	Full time / Part time:	0 Hours Contract
1. Job Purpose			
<ul style="list-style-type: none"> Assist with the day to day running of the Cheshire FA Football Centre, providing an excellent customer experience. 			
2. Principal Accountabilities/Responsibilities			
<ul style="list-style-type: none"> Ensure the centre is well maintained to increase the longevity of the site. Take customer bookings through our selected booking system. Work closely with our internal departments to ensure in house courses are set up correctly. Provide excellent customer service. Communicate with customers the most up to date requirements of their bookings 			
3. Knowledge/Experience/Technical Skills/Behaviours			
<p style="text-align: center;">Essential:-</p> <ul style="list-style-type: none"> Great communication skills. Basic IT Skills (Excel, Word, Outlook). Ability to work in a pro-active and forward-thinking environment. Ability to work individually and as part of a team. A*- C in English and Mathematics. 		<p style="text-align: center;">Desirable:-</p> <ul style="list-style-type: none"> Full UK Driving License. Previous experience of taking payments. 	
b) Character and Customer Values / Behaviours (Must be able to clearly demonstrate these values)			
Expected Behaviours: Summary of Performance against Expected Behaviours:			
<ul style="list-style-type: none"> Teamwork <ol style="list-style-type: none"> Demonstrate trust and support to each other by using 'check and challenge' as our pathway to further improvement. 			



2. Collaborate effectively and inclusively with all colleagues, stakeholders and partners.

- **Integrity**

1. Exhibits honesty, reliability and trustworthiness at all times.
2. Displays a consistent set of morals, values and principles by 'doing the right thing'.

- **Inspiration**

1. Encourages, includes and inspires others, tailoring the approach for the customer.
2. Communicates own perspective in an engaging and collaborative way.
3. Shares the vision "Changing Lives Through Football" effectively and consistently.

- **Responsibility**

1. Proactively takes accountability for actions and decisions.
2. Takes ownership of resulting consequences and shares successes.

- **Empathy**

1. Is mindful of self and others through compassion and a wide understanding of the needs of colleagues, stakeholders and partners.
2. Shows respect and consideration for others through thoughts and actions.

Further Information

a) Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities?
YES

As this role involves direct access to young persons under the age of eighteen, 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 to ensure their suitability for the role. Any candidates invited to interview will be sent a CFA Personal Disclosure Form, Guidance Notes and Privacy Statement to return at their interview in a sealed envelope.

Completed by Name/Role	Mike Watson, CEO
Signature	M Watson
Date	1/9/20



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.