



Job Description and Person Specification

Job title		Football Facility Development Officer
Reports to		Finance Officer
Job purpose(s)		
<ul style="list-style-type: none">To support delivery of the Gloucestershire Football Association (GFA) Business Strategy and The FA National Game Strategy.To deliver enhanced site revenue, developing, promoting and managing events and services that appeal to a diverse range of participants and business customerTo ensure safe and efficient usage of Oaklands Park site including the 3G pitch and associated facilities, indoor hospitality, conference, and meeting rooms.To contribute to the effective delivery of The FA’s Safeguarding 365 Operating Standard for County FAs.To comply with FA rules, regulations, policies, procedures, and guidance that are in place from time to time.		
Direct reports	Casual Workers (site facilities)	
Location	Your normal place of work is Glos FA HQ, Oaklands Park, Gloucester Rd, Almondsbury, Bristol. BS32 4AG and your home address from time to time as directed or in agreement with your line manager. Any other location in the United Kingdom as required by the role including travel and overnight stays	
Working hours	Your working pattern at these locations is subject to agreement with your line manager and may vary to accommodate the needs of our business. Normally 37.5 hours per week. Evening and/or weekend working may be required from time to time.	
Contract type	Permanent	
Responsibilities		
<ul style="list-style-type: none">Deliver growth in site usage and financial profitability through sales processes and provision of new activitiesPlan to achieve quarterly targets through marketing and customer retention tacticsWork alongside Football Development Officers to develop and promote onsite participation activities in support of Association’s Business and National Game Strategy objectives.Provide administrative support for wider football development activitiesEnsure site facility hire costs remain competitive within the local area.Manage and oversee the facility bookings system to allocate rooms, pitch usage and provide refreshments via approved local supplier(s)Oversee and manage 3G pitch and site maintenance to ensure all facilities and equipment provide a high-quality customer experienceEnsure the site complies with Health & Safety legislation, arranging site audits and inspections to identify areas requiring repair and/or improvement. Oversee other support services such as waste disposal, vending and parkingSupported by casual workers, manage all County FA led initiatives on the 3G Pitch including participant engagement and operational deliveryObtain regular customer and user feedback, including children and young peopleAct on feedback from participants, including any specific issues highlighted by under-18s and adults at risk.		



- Provide monthly qualitative and quantitative statistics to the Finance Officer on usage and customer insight
- Support and assist facility support workers to deliver high levels of customer service
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk on site.
- Complete and/or review risk assessments where the Association is providing or commissioning events on site
- Help ensure safeguarding and equality are embedded throughout the Glos FA and in grassroots football.
- Execute tasks as required to meet the GFA's changing priorities.

Person specification

Qualifications

Essential

- Educated to A Level or equivalent standard

Desirable

- A qualification in business administration (Level 3)
- FA Safeguarding Children course
- A full Driving Licence

Skills

Essential

- Enthusiasm, energy, and a positive outlook with a passion for sport
- Able to demonstrate effective and positive people management skills
- Take accountability for financial targets and deliver against those objectives
- Excellent IT skills, including the use of Microsoft Office applications.
- Ability to work independently and as part of a team.
- Excellent time management and prioritisation skills.
- Good problem solving and decision-making skills.
- Outstanding communication skills.
- Exceptional customer service.
- Ability to use data to monitor and evaluate programmes.
- Strong interpersonal and relationship management skills
- Desire to maintain high standards and cleanliness
- Ability to work strategically with colleagues, partners, and volunteers to plan and deliver football programmes.
- Influencing skills to champion change.

Desirable

- Experience of managing casual rota staff
- Experienced in the fitness industry or have operational management in leisure, hospitality or similar customer facing environment
- Event organisation and management skills
- Capability to create reports, budgets and plans.



Knowledge and experience	
Essential <ul style="list-style-type: none"> • Experience in an administrative role • Experience of success in sales and operations • Project management skills and experience – to plan, set and achieve objectives to deadlines. • A working knowledge of basic income and expenditure accounts • Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding 	Desirable <ul style="list-style-type: none"> • Knowledge of The FA's National Game Strategy, • Experience and understanding of working with volunteers. • Basic understanding of the FA (Football's) Safeguarding framework • Knowledge of the structures and partner organisations within football both nationally and within the County FA locality
Enhanced DBS Check required?	YES
Full driving licence?	YES

The job holder will be expected to understand and work in accordance with the Association's values and behaviours described below.	
Glos FA value	Behaviours
Open	Open, transparent and approachable to new ideas and feedback <ul style="list-style-type: none"> • Obtains and welcomes feedback from participants and volunteers, including from children and young people, to help identify the need for any change of direction, practice, policy or procedure. • Avoids pre-judgement when listening to suggestions from others. • Continuously seeks to improve efficiency and performance.
Honest	To have open, honest communications both internally with colleagues and externally with stakeholders. <ul style="list-style-type: none"> • Builds loyalty and trust with colleagues and customers • Maintains an individual's self-esteem when interacting with them. • Raises any concerns with line manager, DSO or Mental Health Champion
Inclusive	Promotes and embeds safe, inclusive practices, opportunities and education for all: <ul style="list-style-type: none"> • Openly collaborates with colleagues, partners and volunteers • Provides equal opportunity to people of different backgrounds, experience and perspective • Fosters an inclusive environment that recognises and values the differences of colleagues and volunteers.
Flexible	Embraces new concepts and ways of working, adapting to the needs of the business and its stakeholders: <ul style="list-style-type: none"> • Works flexibly to overcome barriers to achieving objectives. • Remains focused, maintaining motivation for the team and for themselves. • Maintains a healthy work-life balance.
Professional	To be knowledgeable, passionate and maintain integrity of business conduct: <ul style="list-style-type: none"> • Works to achieve an exemplary level of performance • Delivers work outcomes to agreed quality standards and timescales. • Supports and always applies the Glos FA standards of business conduct.



Job description reviewed and modified by:	
Date job description reviewed and modified:	11 th May 2022
Job description authorised by:	David Neale – Chief Executive

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.