



## Job Description and Person Specification

<b>Job title</b>	Hospitality and Facilities Manager
<b>Reports to</b>	Chief Executive (initially)

<b>Job purpose(s)</b>	
<ul style="list-style-type: none"><li>To support delivery of the Gloucestershire Football Association (GFA) Business Plan.</li><li>To manage all aspects of hospitality and licensed premises management at the Association's headquarters at Oaklands Park, ensuring the safe, effective and profitable operation of the venue.</li><li>Act as Designated Premises Supervisor.</li><li>To develop, lead and deliver a sustainable plan for growth and diversity in usage of the site facilities.</li><li>To comply with GFA rules, regulations, policies, procedures and guidance that are in place from time to time.</li></ul>	
<b>Direct reports</b>	Facility and Bar staff (casual workers)

<b>Location</b>	GFA HQ, Oaklands Park, Gloucester Rd, Almondsbury, Bristol. BS32 4AG. Occasional homeworking as directed or in agreement with the line manager. Any other location in the United Kingdom as required by the role including occasional travel and overnight stays
<b>Working hours</b>	37.5 hours per week. Flexible as evening and/or weekend working is required.
<b>Contract type</b>	Permanent employee

<b>Responsibilities</b>	
<ul style="list-style-type: none"><li>Deliver growth in facility utilisation through sales processes and new activities, ensuring a positive contribution to Profit is made.</li><li>Manage and oversee the facility bookings system to allocate pitch usage and ensure appropriate application of the pricing policy.</li><li>Achieve quarterly targets through marketing techniques, sponsorship and customer retention tactics</li><li>Coordinating all facilities (3G pitch, hospitality spaces, licenced bar, catering) to ensure a positive customer experience.</li><li>Ensure the premises comply with Health &amp; Safety, Food Hygiene and Covid-19 legislation.</li><li>Interact with customers (including serving food and drink) and ensure that high standards of customer service are maintained.</li><li>Take responsibility for safety and management of security in licensed premises.</li><li>Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting.</li><li>Work alongside Football Development staff to maximise 3G pitch usage and facilitate participation initiatives</li><li>Manage all County FA led initiatives on the 3G Pitch including participant engagement and operational delivery.</li><li>Maintain relations with members of the local community, the police and licensing authorities</li><li>Contribute to ensuring that safeguarding and equality is embedded throughout GFA operations.</li><li>Execute tasks as required to meet the GFA's changing priorities.</li></ul>	



Person specification	
Qualifications	
<b>Essential</b> <ul style="list-style-type: none"> <li>Educated to A Level or equivalent.</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Licensing Act 2003 - Personal Licence Holder</li> <li>A qualification in business and/or hospitality</li> <li>First Aid at work</li> </ul>
Skills	
<b>Essential</b> <ul style="list-style-type: none"> <li>Operational management in leisure, hospitality or similar customer facing environment</li> <li>A commercial approach and the ability to organise successful marketing and promotional activities</li> <li>The ability to set and meet targets</li> <li>Good staff management and leadership skills</li> <li>Good communication and social skills</li> <li>The capability to respond positively to pressure.</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Experience securing and managing commercial relationships</li> <li>Experience of training and managing casual staff / workers</li> <li>Experience of working with partner organisations</li> <li>Driving licence</li> </ul>
Knowledge and experience	
<b>Essential</b> <ul style="list-style-type: none"> <li>A background in customer service at a supervisory level and experience of working in a licensed bar or restaurant</li> <li>An understanding of key Licensing requirements</li> <li>Knowledge of products served and customer facilities</li> <li>Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding.</li> <li></li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li></li> <li>Knowledge of grassroots football</li> <li>Knowledge and understanding of working with volunteers.</li> </ul>
<b>Enhanced DBS Check required?</b>	Yes
<b>Full driving licence?</b>	Yes

<b>Job description reviewed and modified by:</b>	David Neale
<b>Date job description reviewed and modified:</b>	01 June 2021
<b>Job description authorised by:</b>	David Neale – Chief Executive

<b>Signed by job holder (on appointment):</b>	
<b>Date signed:</b>	

