



FOR ALL



Hampshire FA

Facility Operations Assistant (Winklebury)

Salary: £7 to 8.50 Per Hour (dependant on Age/Experience)

Contract: Zero Hours Contract

Advert:

Hampshire FA is excited to offer a unique opportunity to join our team as a **Facility Operations Assistant** at Hampshire FA's Main HQ at **Winklebury Football Complex**, Basingstoke, working under the Facility Manager.

The facility has recently undergone a £1million investment and now offers a full-size, state-of-the-art artificial 3G football pitch within a stadia environment.

This opportunity will require the successful candidates to help maximise the impact of the upgraded facility and associated community space for the benefit of local grassroots football and the wider community. This site already has existing partner football organisations and working with these groups will be a key requirement.

We are looking for individuals who possess an enthusiasm for customer excellence and drive for maximising the opportunities for using the facility. The successful candidates will be required to have a commitment to delivering first class customer service. They must have a desire to engage and work with all users and help to create a welcoming and professional environment.

As the facility includes catering facilities, experience in working in a catering or hospitality setting would be desirable as part of the role will include the preparation and sale of refreshments (food and drink). You must be able to work unsupervised, under pressure and have the ability to meet deadlines. Candidates must be able to demonstrate team working skills and have a commitment and willingness to work at weekends and evenings.

How to apply:

Please see the accompanying job description and person specification. Please send an email marked Private & Confidential with a CV and a brief Cover Letter explaining why you are interested in the vacancy to Sam.Charles@HampshireFA.com.

For any further information or to discuss the role further, please email to **Sam Charles (Senior Operations Officer)** at Sam.Charles@HampshireFA.com

Hampshire FA have an understanding and commitment to equality, diversity and inclusion and would be grateful if you could complete an optional, anonymous Equality Monitoring form as part of your application. By completing this questionnaire, you are helping us to plan for the future and ensure we recruit from a diverse pool of applicants that are appropriate and relevant to the community we service. **Please complete the Equality Monitoring form by clicking [here](#).**

**The application form can be made available in alternative formats and should this be required please contact us to advise of your requirements*

The interview process:

The final date for consideration of applications is **Thursday 23rd December 2021**.

Interviews will be held on the **W/C Monday 3rd January 2022**.



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Job Description and Person Specification

Hampshire FA are an equal opportunities employer and actively encourage people from diverse backgrounds to apply for all roles.

Job title	Facility Operations Assistant
Reports to	Senior Operations Officer (Facility Manager)
Location	Winklebury Football Complex, Basingstoke
Working hours	Zero Hours contract with a requirement to work Evening and Weekend Shifts on a rota alongside other facility staff.
Contract type	Zero Hours Contract
Salary	£7.00 to 8.50 Per Hour (dependant on Age/Experience)

Roles & Responsibilities:

Operational	Represent Hampshire FA with distinction and field queries effectively whilst adhering to the Customer Charter
	Support the delivery of the Equality Action Plan
	Support the delivery of the County Plan (Operational Plan 2018-2021)
	Support the Safeguarding Operating Standards, ensuring all users of the facility meet the requirements set by the facility and assist those to be compliant.
	Prepare all facility requirements to ensure a first class customer experience
	Support risk management checks and inspections to identify areas of repair and/or improvement.
	Support and Assist with the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard.
	Support and Assist with facility booking processes and procedures to ensure business rules are applied
	Help Maximise the catering operation by utilising the available space and meeting the needs of the customer whilst also supporting the bar/catering operation at peak times
	Supervise and control entrance areas to ensure customers access and exit the facility appropriately
	Responsibility for other support services such as waste disposal, cleaning and parking and pitch logistics
	Provide high quality administrative support to the Operations team
	To assist with Whole Game System, Player Registrations and Full-Time queries and raise through WGS team if unable to resolve
Act on any other duties set by the Chief Executive, Operations Manager, Finance Director or Senior Operations Officer.	
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
	Build and maintain positive relationships with hirers using Winklebury Football Complex to support delivery of bookings
People	Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting



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Skills

Essential	Multi task and be able to prioritise work
	Communication Skills
	Experience in using Microsoft office applications (word, excel, outlook)
	Creating Solutions
Desirable	Knowledge/experience of the Whole Game System, Full-Time, or other Microsoft CRM Systems.
	Knowledge/experience of using Xero or other similar accounting software.
	Knowledge of FA Regulations and FA Competition Structures
	Knowledge/experience of grassroots football Secretarial/administration qualification

HFA Values Expected Behaviours

PROGRESSIVE	<ul style="list-style-type: none"> Identifies the need for, and actions change in direction, practice, policy or procedure. Questions the way things are done and takes informed risks. Continuously seeks to improve efficiency and performance.
RESPECTFUL	<ul style="list-style-type: none"> Maintains people's self-esteem when interacting with them. Avoids pre-judgement when listening to suggestions from others. Seizes the opportunity to apply Hampshire FA standards at all times.
INCLUSIVE	<ul style="list-style-type: none"> Openly collaborates with colleagues and partners in the game Provides equal opportunity to people of different backgrounds, experience and perspective Seeks out and embraces new ways of thinking and working.
DETERMINED	<ul style="list-style-type: none"> Works relentlessly to overcome roadblocks or obstacles to achieve the goal. Remains focused on seeing agreed goals through to completion taking pride in their work. Maintains motivation for their team and themselves.
EXCELLENT	<ul style="list-style-type: none"> Seeks to achieve the highest levels of performance at all times. Can be committed to achieve a standard that others consider impossible. Supports others to go further and achieve more.

Application Deadline:

Thursday 23rd December 2021

Interviews to be held (format TBC):

W/C Monday 3rd January 2021

Hampshire FA 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 information provided.