



FACILITY OPERATIONS ASSISTANT | Hampshire FA

JOB PACK & PERSON SPECIFICATION



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JOB 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. More information regarding Hampshire FA's facilities can be found via the following link:

<https://www.hampshirefa.com/about/facilities>

This opportunity will require the successful candidates to help maximise the impact of the facilities and associated community space for the benefit of local grassroots football and the wider community. Our sites already have 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 facilities. 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 facilities include 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.

For more information on the role, please email the facility manager on Sam.Charles@HampshireFA.com.



APPLICATION PROCESS

Please see the accompanying **advert & job description, full role profile & person specification** and **supporting information**. These should be used as a guide when completing the application form. The application form can be made available in alternative formats and should this be required please contact us to advise of your requirements.

Please complete the application form by clicking [here](#) or scanning the QR Code below:



If shortlisted, you will be invited to interview for the role. The exact format of the interview will be confirmed with notice of the interview and reasonable adjustments can be made to accommodate any needs you may have.

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 serve.

Please complete the equality monitoring form by clicking [here](#).

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.

Key Dates:

Application Closing date – **FRIDAY 29th JULY 2022**

Interviews dates – **TBC**



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, RG23 8BF
Working hours	Zero Hours, with evening/weekend work required (Flexible options available - job share, part-time)
Contract type	Zero Hours
Salary	£7.50 - £9.50 Per Hour

Roles & Responsibilities:	
OPERATIONAL	<ul style="list-style-type: none"> • 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 (2021-2024) • Support the Safeguarding Operating Standards, Ensuring that all users of the facility meet the requirements set by the facility and assist those users to be compliant. • Prepare all facility requirements to ensure a first class customer & user experience. • Support risk management checks and inspections to identify areas of repair and/or improvement. • Support and Assist with the 3G Pitch 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 on site and ensure it is meeting the needs of the users and spectators, whilst also supporting the catering operation at peak times. • Supervise and control entrance/exit areas of the facility to ensure customers & users access and exit the facility appropriately. • Responsibility for other support services such as waste disposal, cleaning, parking and pitch logistics. • Responsibility to be a Key Holder for the site and ensure the site is unlocked and locked each day appropriately. • Provide additional administrative support to the Facility team, and elsewhere across the business when required and agreed by the Facility Manager. • Act on any other duties set out by the Chief Executive (or nominated deputy).
CUSTOMER EXPERIENCE	<ul style="list-style-type: none"> • Drive passion for the overall standard 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 users and customers using one of Hampshire FA's Facilities and to support the delivery of bookings at the sites.
PEOPLE	<ul style="list-style-type: none"> • Build Relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting.



PERSON SPECIFICATION

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	Skills	Knowledge/Experience
Essential (Required to fulfil role)	<ul style="list-style-type: none"> Ability to plan, set and achieve objectives to deadlines IT skills, including the use of Microsoft Office applications Ability to work independently and as part of a team Time management and prioritisation Problem-solving and decision-making Communication and presentation skills 	<ul style="list-style-type: none"> Provision of excellent customer service
Non-Essential (Beneficial but can be accumulated once in the role)	<ul style="list-style-type: none"> Ability to use data to monitor and evaluate facility performance and statistics Budget management Hospitality and/or Catering Experience Driving License 	<ul style="list-style-type: none"> Knowledge of The FA's National Game Strategy Knowledge of FA Regulations and Experience of Grassroots Football. Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding Experience of project management Knowledge or Experience of Finance software or booking systems. Knowledge and understanding of working with volunteers

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:	FRIDAY 29 th JULY 2022
Interviews to be held (format TBC):	TBC

