EMPLOYMENT APPLICATION PACK:

Facilities Operations Manager

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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.
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 – 4th January 2027, 5pm
Interviews date – Week commencing 11th January 2027

FULL ROLE PROFILE & PERSON SPECIFICATION

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

Job title	Facilities Operations Manager
Reports to	Head of Hub Sites
Job purpose(s)	• To lead the operational management of two Hampshire FA Facilities (King George V Football Complex, Cosham & Front Lawn Community Hub, Havant) • To lead on operational planning for the sites, ensuring that the facilities contribute positively to their community and operate at their full potential • Lead, mentor and support the team of Duty Managers, Facility Supervisors and Facility Assistants, fostering a high-performing and motivated team • To comply with Hampshire FA & FA rules, regulations, policies, procedures and guidance that are in place from time to time
Direct reports	Team of Duty Managers, Facilities Supervisors, & Facilities Assistants
Location	4 days per week at King George V Football Complex, Cosham and 1 day per week at Front Lawn Community Hub, Havant (This role is not subject to Hampshire FA's Hybrid Working Policy)
Working hours	36.25 hours a week, including evening and weekend work (Flexible options available - job share, part-time)
Contract type	Initial full-time contract from Jan 2027 – June 2028 (Further extension subject to funding renewal)
Salary	£30k per year

Roles & Responsibilities:

Strategic Operations Management	• Oversee daily operations at both sites, ensuring that each facility meets its operational goals while adapting to the unique demands of its location • Implement standard operating procedures across both sites, ensuring consistency in quality and efficiency • Ensure correct maintenance of both grass and 3G pitches as directed by Head of Facilities Operations • Coordinate and prioritise maintenance, repairs, and upgrades across both facilities, ensuring that each site is well maintained, safe, and compliant with health and safety regulations • Ensure proper staffing levels are maintained at both sites, deploying personnel to meet peak demand periods and ensure operational coverage
Tailored Community Engagement & Programming	• Identify and develop programs that cater to the specific demographic needs of each location • Partner with local organisations, charities and businesses to expand community reach and ensure services are relevant to the local population • Ensure both facilities act as community hubs, promoting inclusivity and providing a wide range of activities from sports to non-sporting social events
Operational Excellence & Innovation	• Implement cutting edge technology solutions to streamline operations (e.g. online booking systems, visitor tracking, energy management systems) and enhance customer experiences • Lead the development of innovative services and products that respond to local community demands, ensuring each facility stays competitive in its market • Establish benchmarks for customer service across both locations and ensure these standards are met through training and regular performance reviews • Oversee sustainability initiatives across both sites, aiming for eco-friendly operations such as reducing energy consumption and improving waste management

Roles & Responsibilities Continued:

People Leadership & Team Development	• Manage the staff team across both locations, providing mentorship, training and career development opportunities • Be responsible for efficiently and effectively rostering staff to work shifts • Foster a positive team culture that encourages collaboration and a strong sense of responsibility for the community • Set performance goals for each team, ensuring alignment Hampshire FA strategic plan • Engage in recruitment and staff development programs, ensuring that each facility is staffed with knowledgeable and motivated personnel who understand the specific needs of their community
Customer Experience Management	• Lead initiatives to improve customer experience across both facilities, ensuring all visitors receive excellent service from their first point of contact through to post-visit interactions • Leverage customer insights to tailor services and respond to feedback, ensuring that the facilities consistently meet community expectations • Ensure that each facility creates an inclusive and welcoming environment for all users, including marginalised or underrepresented groups • Develop customer retention strategies for each location, considering demographic differences and usage patterns
Multi-Site Financial Oversight	• Develop and manage budgets for both facilities, ensuring financial health while finding cost-saving opportunities without compromising service quality • Work with and support the Facilities Operations Finance Lead in relation to bookings, invoices, debt control, stock requisition and management • Report regularly to senior management on financial performance, customer usage and operational efficiency • Monitor revenue streams and identify growth opportunities specific to each location, such as expanding sports leagues, hosting events, or offering tailored memberships
Compliance & Safety Management	• Ensure both facilities comply with local authority regulations, health and safety standards, and safeguarding requirements • Conduct regular risk assessments and audits at both sites, ensuring any issues are resolved promptly and thoroughly • Ensure the safety and welfare of all staff and visitors, particularly those under the age of 18, and apply best practice safeguarding policies at both sites • Operate as a key holder for Hampshire FA facilities team
Community Impact & Reporting	• Provide detailed reports on the community impact of each facility, showcasing how programs and services are benefiting local residents • Work with the Facilities and Investment Manager on development outcomes for each site and with the Delivery Team on specific activities that support Hampshire FA's operational plans • Work with local governments and stakeholders to align both facilities' offerings with broader community development goals • Develop annual reports on operational performance, customer satisfaction and community engagement for each site, ensuring transparency and accountability
Equality, Diversity & Inclusion	• Ensure that the activity of Hampshire FA is inclusive, diverse and reflective of local communities • Ensure that the County FA complies with FA regulations, rules and procedures, including those for Safeguarding, Inclusion and Anti-Discrimination • Support and actively contribute towards Hampshire FA's EDI Strategy and plan
Safeguarding	• Support maintenance of FA safeguarding 365 operating standards and ensure that the safeguarding of young and vulnerable people is prioritised at all times • Ensure that all participants and their families are aware of how/encouraged to report any safeguarding concerns they might have
Representing Hampshire FA	• Actively deliver against Company Values and Behaviours and the Customer Charter • Actively support the challenging of all forms of discrimination in football • Adhere to Hampshire FA Dress Code, wearing provided uniform and being appropriately dressed at all times

	Skills	Knowledge/Experience
Essential (Required to fulfil role)	• Ability to plan, set and achieve objectives to deadlines • Financial acumen, with the ability to manage budgets and identify cost saving opportunities • Excellent leadership and interpersonal skills, with the ability to manage and motivate a team, build partnerships and engage with the community • 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 • Ability to use data to monitor and evaluate programmes	• Proven track record in facilities operations • Experience in managing booking systems, invoicing processes and revenue tracking • Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding • Developing networks and relationships with a variety of stakeholders • Provision of excellent customer service • Knowledge and understanding of working with volunteers
Non-Essential (Beneficial but can be accumulated once in the role)	• Relevant health and safety qualifications (e.g. IOSH/NEBOSH) (or willingness to complete these qualifications) • Fundraising or grant-writing experience to support community-focused initiatives. • Able to hold a personal alcohol license for the premises, if required	• Extensive multi-site facility management experience, with a proven ability to oversee operations across diverse locations. • Demonstrated ability to tailor services to meet local community needs, including urban and rural demographics. • Experience in managing both sports and non-sporting community programs within a facility environment • A track record of introducing sustainable and eco-friendly practices in facility management.

HFA Values	Expected Behaviours
FORWARD THINKING	Look to the past and the future to identify ways to adapt, improve & progress • Plan with vision • Reflect and learn • Be adaptable
PERSON CENTRED	Act inclusively with everyone's best interests at heart • Be approachable • Listen and act • Be open and transparent
ACCOUNTABLE	Be accountable to and for the game • Take ownership • Act with integrity
COLLABORATIVE	Work as a community towards shared goals • Build relationships • Work as a team • Empower others

Application Deadline:	4th January 2027, 5pm
Interviews to be held (format TBC):	Week Commencing 11th January 2027

SUPPORTING INFORMATION

Hampshire FA | OUR VALUES



SUPPORTING INFORMATION

Hampshire FA Strategy | EVOLVING WITH THE GAME



Our **Evolving with the Game** strategy has been formed with the needs of our community in mind and centres around 12 clear member priorities that were identified through consultation. We believe that by focusing on these 12 key areas we will achieve success across all strategic objectives, provide the best possible service to our community and realise our purpose of **Creating Opportunities for Our Game to Evolve & Thrive**.

Both football and the Hampshire community are continuously changing so it is important that Hampshire FA adapts with it. We aim to be a modern County FA that acts in balance as both a local governing body for our game and a high-quality football service provider. We are confident that this unique combination will help to ensure football in Hampshire goes from strength to strength over the next four years and beyond.

To find out more about the 12 member priorities and our strategy in general, visit the dedicated page on our website:

https://www.hampshirefa.com/about/evolving-with-the-game

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KING GEORGE V FOOTBALL COMPLEX

: 01256 853000
: KingGeorgeV@HampshireFA.com
: @KingGeorgeVHFA
Mon-Fri 8:30am – 10:00pm
Sat-Sun 8:30am – 5:30pm

FRONT LAWN COMMUNITY HUB

: 02393 879998
: FrontLawn@HampshireFA.com
: @FrontLawnHFA
Mon-Fri 8:30am – 10:00pm
Sat-Sun 8:30am – 5:30pm

STONEHAM LANE FOOTBALL COMPLEX

: 01604 345020
: Stoneham@HampshireFA.com
: @StonehamLaneHFA
Mon-Fri 8:30am – 10:00pm
Sat-Sun 8:30am – 6:00pm

WINKLEBURY FOOTBALL COMPLEX

: 01256 853000
: Winklebury@HampshireFA.com
: @WinkleburyHFA
Mon-Fri 8:30am – 10:00pm
Sat-Sun 9:00am – 6:00pm

Hampshire FA