

# EMPLOYMENT APPLICATION PACK:

Facilities Operations Manager



# 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 – Monday 1<sup>st</sup> June 2026**

**Interviews dates – Monday 15<sup>th</sup> June 2026**



# Facilities Operations Manager

**Salary:** £28,000 to £30,000

**Contract:** 2 years full time

## What is the role?

We are looking for a highly motivated team member to oversee the smooth operation of our first class football facilities. You would be based at King George V Football Complex at Cosham.

## What will you do?

- You will lead the operational management of facilities at King George V at Cosham and Front Lawn Recreational Ground in Havant
- You will lead a team of motivated full time and casual staff to ensure the smooth running of the facility
- You will work with other facility managers and the Senior Management Team at Hampshire FA to provide a consistent high- quality service across the sites

## What do you need?

- Excellent communication skills and ability to work as part of a team
- The ability to lead and motivate a team
- The ability to multitask, remain calm under pressure and manage competing priorities

## Why Join Us?

- Be part of an established community football hub with real local impact
- Be part of a passionate and supportive team
- Contribute to Hampshire FA's vision of supporting the thriving grassroots football community

## Applications by :

To apply, complete the online application form. Interviews will take place on Monday 15<sup>th</sup> June 2026

Access the form by clicking the link <https://forms.office.com/e/AERv77ZwRJ>



# FULL ROLE PROFILE & PERSON SPECIFICATION

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

<b>Job title</b>	Facilities Operations Manager
<b>Reports to</b>	Facilities and Investment Manager
<b>Job purpose(s)</b>	<ul style="list-style-type: none"> <li>To lead the operational management of two Hampshire FA Facilities (King George V Cosham and Front Lawn Havant)</li> <li>To lead on operational planning for the sites, ensuring that the facilities contribute positively to their community and operate at their full potential</li> <li>Lead, mentor and support the team of Duty Managers, Facility Supervisors and Facility Assistants, fostering a high-performing and motivated team</li> <li>To comply with Hampshire FA &amp; FA rules, regulations, policies, procedures and guidance that are in place from time to time</li> </ul>
<b>Direct reports</b>	Team of Duty Managers/Facilities Supervisors & Facilities Assistants
<b>Location</b>	Based at King George V Football Complex, Cosham but also will be required to work at Front Lawn Recreation Ground in Havant
<b>Working hours</b>	36.25 hours a week, including regular evening and weekend work as part of a shift pattern (this role is not subject to Hampshire FA's Hybrid Working Policy)
<b>Contract type</b>	Initial full-time contract from August 2026 - 30th June 2028
<b>Salary</b>	£28,000 - £30,000

## Roles & Responsibilities:

<b>Strategic Operations Management</b>	<ul style="list-style-type: none"> <li>Oversee daily operations at both sites, ensuring that each facility meets its operational goals while adapting to the unique demands of its location</li> <li>Implement standard operating procedures across both sites, ensuring consistency in quality and efficiency</li> <li>Ensure maintenance of both grass and 3G pitches so they are held to a good standard</li> <li>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</li> <li>Ensure proper staffing levels are maintained at both sites, deploying personnel to meet peak demand periods and ensure operational coverage in liaison with other Facility Managers</li> </ul>
<b>Partners and Outcomes</b>	<ul style="list-style-type: none"> <li>Work closely with Portsmouth City Council and Havant Borough Council to ensure contractual agreements are adhered to including providing quarterly and annual reports on performance in liaison with Facilities Operations Business Manager</li> <li>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</li> <li>Work with partner clubs and organisations to ensure Service Level Agreements are adhered to and accreditation standards met in liaison with the delivery team</li> </ul>



## Roles & Responsibilities Continued:

<b>People Leadership &amp; Team Development</b>	<ul style="list-style-type: none"> <li>• Manage the staff team across both locations, providing mentorship, training and career development opportunities through regular performance reviews</li> <li>• Liaise with the other facilities managers on rostering staff to work shifts using a dedicated HR system</li> <li>• Foster a positive team culture in line with Hampshire FA values</li> <li>• Liaise with Senior Management Team on recruitment and good practice in line management to ensure each facility is staffed with knowledgeable and motivated personnel who understand the specific needs of their role</li> </ul>
<b>Multi-Site Financial Oversight</b>	<ul style="list-style-type: none"> <li>• Develop and manage budgets for both facilities, ensuring financial health while finding cost-saving opportunities without compromising service quality in liaison with the Senior Management Team</li> <li>• Work with and support the Facilities Operations Business Manager and Duty Managers in relation to bookings, invoices, debt control, stock requisition and management</li> <li>• Report regularly to senior management on financial performance, customer usage and operational efficiency</li> <li>• Monitor revenue streams and identify growth opportunities specific to each location,</li> </ul>
<b>Compliance &amp; Safety Management</b>	<ul style="list-style-type: none"> <li>• Ensure both facilities comply with Local Authority regulations, health and safety standards</li> <li>• Conduct regular risk assessments and audits at both sites, ensuring any issues are resolved promptly and thoroughly</li> <li>• 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</li> <li>• Operate as a key holder for Hampshire FA facilities team</li> </ul>
<b>Operational Excellence</b>	<ul style="list-style-type: none"> <li>• Establish benchmarks for customer service across both locations and ensure these standards are met through training and regular performance reviews in conjunction with the Customer Service Task and Finish Group</li> <li>• Maintain high standards of food hygiene and ensure food is prepared to a high standard meeting the needs of customers to the site</li> <li>• Ensure that each facility creates an inclusive and welcoming environment for all users, including marginalised or underrepresented groups</li> <li>• Oversee sustainability initiatives across both sites, aiming for eco-friendly operations such as reducing energy consumption and improving waste management in line with Hampshire FA CSR policies</li> </ul>
<b>Equality, Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>• Ensure that the activity of Hampshire FA is inclusive, diverse and reflective of local communities</li> <li>• Ensure that the County FA complies with FA regulations, rules and procedures, including those for Safeguarding, Inclusion and Anti-Discrimination</li> <li>• Support and actively contribute towards Hampshire FA's EDI Strategy and Youth Engagement Strategy</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Support maintenance of FA safeguarding 365 operating standards and ensure that the safeguarding of young and vulnerable people is prioritised at all times</li> <li>• Ensure that all participants and their families are aware of how/encouraged to report any safeguarding concerns they might have</li> </ul>
<b>Representing Hampshire FA</b>	<ul style="list-style-type: none"> <li>• Actively deliver against Company Values and Behaviours and the Customer Charter</li> <li>• Actively support the challenging of all forms of discrimination in football</li> <li>• Adhere to Hampshire FA Dress Code, wearing provided uniform and being appropriately dressed at all times</li> </ul>



**Skills**

**Knowledge/Experience**

<p><b>Essential (Required to fulfil role)</b></p>	<ul style="list-style-type: none"> <li>• Ability to plan, set and achieve objectives to deadlines</li> <li>• Financial acumen, with the ability to manage budgets and identify cost saving opportunities</li> <li>• Excellent leadership and interpersonal skills, with the ability to manage and motivate a team, build partnerships and engage with the community</li> <li>• IT skills, including the use of Microsoft Office applications</li> <li>• Ability to work independently and as part of a team</li> <li>• Time management and prioritisation</li> <li>• Problem-solving and decision-making</li> <li>• Communication and presentation skills</li> <li>• Ability to use data to monitor and evaluate programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Proven track record in facilities operations</li> <li>• Experience in managing booking systems, invoicing processes and revenue tracking</li> <li>• Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding</li> <li>• Developing networks and relationships with a variety of stakeholders</li> <li>• Provision of excellent customer service</li> <li>• Knowledge and understanding of working with volunteers</li> </ul>
<p><b>Non-Essential (Beneficial but willingness to complete when in role)</b></p>	<ul style="list-style-type: none"> <li>• Relevant health and safety qualification IOSH/NEBOSH- (if no qualification in place must be completed within 3 months)</li> <li>• Diploma in Facility Management Level 5/7</li> <li>• GMA Level 2/3 for turf and 3G</li> <li>• Level 2/3 Food Hygiene</li> <li>• Emergency First Aid at Work</li> <li>• Able to hold a personal alcohol license for the premises, if required</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive multi-site facility management experience, with a proven ability to oversee operations across diverse locations.</li> <li>• Demonstrated ability to tailor services to meet local community needs, including urban and rural demographics.</li> <li>• Experience in managing both sports and non-sporting community programs within a facility environment</li> <li>• A track record of introducing sustainable and eco-friendly practices in facility management.</li> </ul>

**HFA Values**

**Expected Behaviours**

<p><b>FORWARD THINKING</b></p>	<p>Look to the past and the future to identify ways to adapt, improve &amp; progress</p> <ul style="list-style-type: none"> <li>• Plan with vision</li> <li>• Reflect and learn</li> <li>• Be adaptable</li> </ul>
<p><b>PERSON CENTRED</b></p>	<p>Act inclusively with everyone's best interests at heart</p> <ul style="list-style-type: none"> <li>• Be approachable</li> <li>• Listen and act</li> <li>• Be open and transparent</li> </ul>
<p><b>ACCOUNTABLE</b></p>	<p>Be accountable to and for the game</p> <ul style="list-style-type: none"> <li>• Take ownership</li> <li>• Act with integrity</li> </ul>
<p><b>COLLABORATIVE</b></p>	<p>Work as a community towards shared goals</p> <ul style="list-style-type: none"> <li>• Build relationships</li> <li>• Work as a team</li> <li>• Empower others</li> </ul>

