

EMPLOYMENT APPLICATION PACK:

Facility Assistant



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 – **Thursday 5th October**

Interviews dates – **Week commencing Monday 9th October**



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	Facility Assistant
Reports to	Senior Duty Manager
Job purpose(s)	To deliver first class customer service and maximise opportunities for using the facility by engaging and working with all users, helping to create a welcoming and professional environment and preparing and selling refreshments (food and drink). You must be able to work unsupervised, under pressure and be able to meet deadlines and be able to demonstrate team working skills.
Location	Primarily Stoneham Lane Football Complex, Eastleigh, SO16 2PA (At times there may be the requirement to provide cover at other Hampshire FA hub sites)
Contract type	Zero Hour Contract
Working hours	Minimum 8hrs per week during evenings & weekends
Salary	Age 16-20: £8.50 per hour Age 21-22: £10.18 per hour Age 23+: £10.42 per hour

Roles & Responsibilities:

Representing Hampshire FA	<ul style="list-style-type: none"> Actively deliver against Company Values and Behaviours and the Customer Charter Actively support the challenging of all forms of discrimination in football
Operational	<ul style="list-style-type: none"> 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, grass 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, parking and pitch logistics
Customer Excellence	<ul style="list-style-type: none"> Drive passion for the overall standards and appearance of the facility always Be an advocate of the brand, by compliance with policies, procedures and brand standards Build and maintain positive relationships with hirers to support delivery of bookings
Safeguarding	<ul style="list-style-type: none"> 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

Skills

Knowledge/Experience

Essential (Required to fulfil role)	<ul style="list-style-type: none"> Multi-task and prioritise work Work unsupervised & under pressure Work as part of a team Communicate effectively 	<ul style="list-style-type: none"> Importance of customer service Drive for maximising opportunities
Non-Essential (Beneficial/learned in the role)	<ul style="list-style-type: none"> Microsoft office applications (word, excel, outlook) 	<ul style="list-style-type: none"> Provision of excellent customer service Working in a catering or hospitality setting

Application Deadline:	Thursday 5 th October 2023
Interviews to be held (format TBC):	Week commencing 9 th October 2023



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.