

EMPLOYMENT APPLICATION PACK:

Facilities Duty Manager



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Facilities Duty Manager

Salary: £23,000 per annum
2026

Contract: Full Time Feb 2024 – Feb
(subject to renewal)

What is the role?

We are looking for a Facilities Duty Manager to support the successful management of our brand new facility at King George V, Cosham and the established Front Lawn Community Hub, Havant.

What will you do?

- You will manage the daily operation of our brand new facility
- You will ensure a first class customer experience for all visitors
- You will ensure the maintenance of pitches and buildings on site
- You will support with the recruitment, training and development of the staff team

What do you need?

- Experience of facility management
- The ability to work independently and as part of a team
- The ability to work around challenges by developing new solutions
- The ability to ensure compliance with established procedures

Applications by 31st January:

To apply, complete the online application form.
Interviews will take place w/c 5th Feb*

*may be subject to change

Access the form by scanning this QR code with a
smartphone:



Or via:

<https://forms.office.com/e/wCk3HTCLEH>

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 – **Wednesday 31st January 2024**

Interviews dates – **Week commencing Monday 5th February 2024** *Maybe Subject to change



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 Duty Manager
Reports to	Facilities Operations Manager
Job purpose(s)	The Duty Manager is responsible for supporting the successful management of the King George V Football Complex & Front Lawn Community Hub whilst representing Hampshire FA to customers. The Duty Manager needs to possess a good understanding of facility management, with operational experience, as the job-holder will have supporting responsibilities for managing the daily operation of the facilities.
Location	Primarily King George V Football Complex, Cosham, Portsmouth, PO6 3TE (At times there may be the requirement to provide cover at other Hampshire FA hub sites)
Contract type	Full Time 2 year fixed term
Working hours	36.25hrs per week during evenings & weekends
Salary	£23,000

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"> Coordinate and prepare all facility requirements to ensure a first class customer experience Support risk management audits and inspections to identify areas of repair and/or improvement Ensure the pitches and buildings are maintained to a high standard Administration of the facility booking processes and procedures to ensure business rules are applied Through predetermined software maintain accurate records of all visitors to the facility and their activities Support the recruitment, training and personal development of staff on site in line with usual business approach Leading and supporting the bar/catering operation at peak times Managing reception areas to ensure customers access and exit the facility appropriately Responsibility for other support services such as waste disposal, vending and parking and pitch logistics
Customer Excellence	<ul style="list-style-type: none"> 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 Support the production of qualitative and quantitative statistics on usage and customer insight Lead and work with the casual staff to deliver great first impressions and customer journey expectations Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting
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"> • Experience in facility / operational management and good interpersonal and relationship management skills • Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation • An ability to engage with both the paid and volunteer workforce • Possess a dynamic, progressive attitude towards innovative practices and processes. • Experience of ensuring compliance with processes • Willingness and commitment to work at peak times including evenings and weekends • Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice.
Non-Essential (Beneficial/learned in the role)	<ul style="list-style-type: none"> • Knowledge of health and safety experience and risk assessments • Experience of working with partner organisations • Qualified First Aid at work • Experience in a football setting • Experience in a catering/hospitality setting • Food hygiene certified

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	Wednesday 31 st January 2024
Interviews to be held (format TBC)	Week commencing 5 th February 2024 (may be subject to change)

