



Job Title:	Centre Manager		
Salary:	Circa £30,000 per annum + benefits		
Based:	Stoneham Lane Football Complex, Stoneham Lane, Eastleigh, Hampshire		
Reports To:	Hampshire FA CEO/Facilities and/or Facilities & Investment Manager	Jobs Reporting into the Job-Holder:	Duty Managers, facility based staff and part time staff

1. Job Purpose

The Centre Manager is responsible for delivering the successful management of Stoneham Lane Football Complex whilst representing Hampshire FA to customers.

The Centre Manager needs to possess an excellent understanding of facility management, with operational and staff management experience, as the job-holder will have responsibilities for managing the daily operation of the facility.

2. Principal Accountabilities/Responsibilities

Operational

- Coordinate and prepare all facility requirements to ensure a first class customer experience
- Ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement
- Manage the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard
- Oversee 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
- Prepare quarterly management information of all activities and visitors to the facility for SMT
- Be responsible for recruitment, training and personal development of staff on site in line with usual business approach
- Maximise the catering operation by utilising the available space and meeting the needs of the customer
- Be responsible for staff management including daily management, staff rotas and shift cover, when required
- Work with staff on a day to day basis for the running of functions and events
- Oversee other support services such as waste disposal, vending and parking



Customer Experience

- 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
- Provide qualitative and quantitative statistics on usage and customer insight
- Work with the casual staff to deliver great first impressions and customer journey expectations

People

- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting

3. Person Specification

Knowledge/Experience/Technical Skills/Behaviours

Essential:-

- Experience and proven success on facility / operational management and strong interpersonal and relationship management skills
- Health and Safety experience and knowledge of Risk Assessment
- Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation
- Experience of managing staff
- An ability to engage with both the paid and volunteer workforce
- Influence and negotiation skills
- Possess a dynamic, progressive attitude towards innovative practices and processes.
- Experience of ensuring compliance with processes

Desirable:-

- Experience of working with partner organisations
- Driving licence
- Qualified First Aid at work
- Experience in a football setting
- Experience in a catering/hospitality setting
- Food hygiene certified
- Personal licensee for the sale of alcohol and experiencing of the licensing process



<ul style="list-style-type: none">• Willingness and commitment to work at peak times including evenings and weekends• The personality to create a productive, dynamic and vibrant environment for staff and users.• Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice.	
<p><u>Further Information</u> As this role involves direct access to young persons under the age of 18, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check through the Disclosure and Barring Service, to ensure their suitability for the role.</p>	

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.