



Job Title:	Duty Manager		
Salary:	Circa £20,000 - £22,000 per annum + benefits		
Based:	Stoneham Lane Football Complex, Stoneham Lane, Eastleigh, Hampshire		
Reports To:	Hampshire FA Centre Manager	Jobs Reporting into the Job-Holder:	Facility Assistants and casual staff

1. Job Purpose

The Duty Manager is responsible for supporting the successful management of Stoneham Lane Football Complex 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 facility.

2. Principal Accountabilities/Responsibilities

- Operational**
- 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 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
 - 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



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 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.

Desirable:-

- Knowledge of health and safety experience and risk assessments
- Experience of managing staff
- 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

Further Information

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.



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.