

<b>Job Title:</b>	<b>Community Football Centre Manager</b>		
<b>Salary:</b>			
<b>Reports To:</b>	<b>Operations Manager</b>	<b>Jobs Reporting into the Job-Holder:</b>	<b>CFC Assistant and Casual staff</b>

**1. Job Purpose**

The CFC Manager is responsible for management of the Community Football Centre at The County Ground, Letchworth. The aim would be to ensure the safe and cost-effective operation of the venue whilst representing Hertfordshire FA to customers.

The successful candidate needs to possess a good understanding of facility management, with operational and staff management experience, as the job-holder will be responsible for managing the daily operation of the facility. This includes managing the CFC Assistant and casual staff.

**2. Principal Accountabilities/Responsibilities**

- Operational**
- Coordinate and prepare all facility requirements to ensure an outstanding customer experience
  - Support the Operations Manager to 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
  - Procurement and responsibility for arranging appropriate suppliers to undertake duties as identified by the Operations Manager
  - Take ownership for 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
  - Prepare quarterly management information of all activities and visitors to the facility
  - Assist in the recruitment, training and personal development of casual staff
  - Maximise the catering operation by utilising the available space and meeting the needs of the customer
  - Work with CFC assistant and casuals on a day to day basis to deliver excellent customer service from the server and for all functions/events
  - Be accountable for other support services such as waste disposal, vending and parking
  - Responsible for staff management including daily management, staff rotas and shift cover
  - Responsible for the opening and closing of the facility
  - Any other tasks as designated from time to time by the Operations Manager.
- 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 Assessments
- 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
- Influence and negotiation skills
- Possess a dynamic, progressive attitude towards innovative practices and processes. Experience of ensuring compliance with processes
- Willing 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

**Desirable:-**

- Experience of managing casual rota staff
- Experience of working with partner organisations
- Driving licence
- Qualified First Aid at work
- Experience in a football setting

**b) Values – as defined by Hertfordshire FA**

- Honesty
- Efficiency
- Respect
- Teamwork
- Trust

**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.*

*Training and development will be provided as part of the induction process and throughout the duration of their employment*

*Completed by Name/Role*

*George Wells – Joint Acting CEO / Operations Manager*

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.