

Job Title:	Community Football Centre Assistant		
Salary:			
Reports To:	Centre Manager	Jobs Reporting into the Job-Holder:	Casual staff when covering for CFC Manager

1. Job Purpose

The CFC Assistant will work closely with the Community Football Centre Manager responsible for delivering an excellent customer service to all users. 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 passion for customer service and an understanding of facility management. The post will be responsible for ensuring everything runs smoothly on a daily basis and be able to step in for the CFC Manager when necessary.

2. Principal Accountabilities/Responsibilities

- Operational**
- Meet and greet clients and visitors to the Centre
 - Provide customer support
 - Prepare facility requirements to ensure an outstanding customer experience
 - Support the CFC Manager to ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement
 - Cleaning, organizing and maintaining the cafe, coach education room and kitchen area
 - Support the team with cleaning responsibilities
 - Arrange catering for coach education room when necessary
 - Take facility bookings following agreed processes and procedures to ensure business rules are applied
 - Through predetermined software maintain accurate records of all visitors to the facility and their activities
 - Ordering operational supplies
 - Support the development of the catering operation by preparing and serving food and beverage to visitors
 - Work with CFC manager and casuals on a day to day basis for the running of functions and events
 - Support services including but not limited to, waste disposal, vending and car parking
 - Work alongside the CFC Manager to control consumable costs with the support of the management team
 - Represent the business with a positive and professional appearance
 - Maintaining front door security and reporting any suspicious activity
 - Opening and closing of the facility

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
- 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 a similar environment and strong communication 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
- Influence and negotiation skills
- 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:-

- Health and Safety experience and knowledge of Risk Assessments
- 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.