

Job Description: Community Football Centre Manager

Role	Community Football Centre Manager
Contract Type	Permanent
Hours per week	Full Time (35 Hours Per Week)
Starting Salary	£19,000 per annum (subject to negotiation)
Location	The County Ground, Letchworth
Reports to	Head of Commercial & Operations

Role 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 casual staff.

Key Accountabilities and Responsibilities:

Operational

- Coordinate and prepare all facility requirements to ensure an outstanding customer experience
- Support the Head of Commercial & Operations 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 Head of Commercial & Operations
- 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 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 Head of Commercial & Operations

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

Experience:

Essential	Desirable
<ul style="list-style-type: none">• 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• Driving license	<ul style="list-style-type: none">• Experience of managing casual rota staff• Experience of working with partner organisations• Qualified First Aid at work• Experience in a football setting

The successful candidate must be able to demonstrate a commitment to our core values as an organisation, which are:

- Trust
- Respect
- Teamwork
- Efficiency
- Honesty

Further information:

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

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 Football Association DBS check to ensure their suitability for the role.