

Job Description: Site Manager

Role	Site Manager
Contract Type	Permanent
Hours per week	Full Time/Shift Work (35 Hours Per Week)
Starting Salary	£19,000 per annum
Location	The County Ground, Letchworth
Reports to	Head of Commercial & Operations

Role purpose:

The Site Manager is responsible for management of the Community Football Centre, Headquarters and 3G artificial surface at The County Ground, Letchworth. The aim would be to provide a high-quality facility to our customers, a cost-effective operation of the venue whilst ensuring the safety of all visitors, users and customers of our facility with safeguarding them being of paramount consideration.

The successful candidate needs to possess a good understanding of facility management, with operational and staff management experience where possible. The job-holder will be responsible for managing the daily operation of the facility and will need to understand risk assessments. Highly committed to Customer Excellence with Safeguarding being of the highest consideration in how we operate and ensuring best practice is being carried out at the Community Football Centre.

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
- Complete regular Risk assessments of the site
- 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
- 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 casual staff on a day to day basis to deliver excellent customer service from the server and for all functions/events
- Engage with our customers regularly, obtaining feedback and building a rapport with the regular users of the facility
- 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 for casual staff
- 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
- Be an advocate of the brand, by compliance with policies, procedures and brand standards
- Provide qualitative and quantitative statistics on usage and customer insight
- Engage with the customers, obtaining feedback of the facility and their experience
- Work with the casual staff to deliver great first impressions and customer journey expectations
- Providing a high level of customer excellence for all visitors to our facility

People

- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting
- Work closely with our regular users to ensure a positive environment when using the Community Football Centre

Experience:

Essential	Desirable
<ul style="list-style-type: none">• Experience on facility/operational management and strong 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• 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• Working in a team and taking responsibility for management• Provide a high level of customer service	<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• Experience working in a bar/café environment• Health and Safety experience and knowledge of Risk Assessments• Experience in Food Management

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.

Safeguarding is at the heart of how we operate and ensuring we consistently exceed the standards that are required, the appointed individual will be required to complete the relevant Safeguarding qualifications and training in order to perform this role.

Equality and diversity monitoring

We would appreciate if you could complete [Hertfordshire FA's Diversity Monitoring Form](#) along with your application. Completion of this form is entirely optional, however it does provide the Association with the opportunity to track the breadth and depth of the applications from different parts of the community. This should be filled in anonymously and sent back to us separately. They will be collated only for the purpose of monitoring diversity and will not be used to identify individuals.