

Job Description and Person Specification

Job title	Site Manager
Reports to	Deputy CEO

Job purpose(s)	
<ul style="list-style-type: none"> To manage the Community Football Centre and the Cafe To manage the Headquarters, Meeting Rooms and bookings that are received To contribute to the effective implementation of The FA's Safeguarding 365 standard for County FA's To strategically lead the Site in development work to maintain the quality of the facility To provide monthly and quarterly reporting on the CFC covering Profit and Loss Provide a high level of customer service to our key stakeholders To support delivery of The FA Grassroots Football Strategy and the Hertfordshire FA Operational Plan 	
Direct reports	Casual Staff

Location	Hertfordshire FA, Baldock Road, Letchworth, SG6 2EN
Working hours	35 hours per week. Some evening and weekend work will be required at times throughout the season – this will not be every week.
Contract type	Permanent
Salary	£23,000 per annum with incremental increase based on annual review

Responsibilities
<ul style="list-style-type: none"> Co-ordinate and prepare all facility requirements to ensure an outstanding customer experience Ensure the facility is fully operational and completes inspections to identify areas of repair and/or improvement Manage the 3G, HQ and building maintenance programmes ensuring the facilities are maintained to a high standard Procurement and responsibility for arranging appropriate suppliers to undertake duties which you identify Manage recruitment, training and personal development of casual staff 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 Deputy CEO

Knowledge/Experience/Technical Skills	
Essential <ul style="list-style-type: none"> Strong interpersonal and relationship 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 Must be able to work at peak times including evenings and weekends 	Desirable <ul style="list-style-type: none"> Experience of managing casual rota staff Qualified First Aid at work Experience in a football setting Experience working in a bar/café/supermarket environment Experience in food management Understanding of working with volunteers

<ul style="list-style-type: none"> • 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 • Be able to work in a team and assign shift patterns • Provide a high level of customer service 	
Enhanced DBS Check required?	Yes
Clean, full driving licence?	Yes

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
Trust	<ul style="list-style-type: none"> • I trust my colleagues to deliver quality work.
Respect	<ul style="list-style-type: none"> • I respect the opinions of those around me.
Teamwork	<ul style="list-style-type: none"> • I will listen and empathise to build trusted relationships.
Efficiency	<ul style="list-style-type: none"> • I will encourage new and simple ways of working.
Honesty	<ul style="list-style-type: none"> • I work transparently and confidentially.

Job description reviewed and modified by:	Rob Smith
Date job description reviewed and modified:	25 th October 2022
Job description authorised by:	Rob Smith (Deputy CEO)

Signed by job holder (on appointment):	
Date signed:	