



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 and improve the quality of the facility To provide quarterly reporting on the CFC including profit and loss on consumables Provide a high level of customer service to our partners and key stakeholders To support delivery of The FA Grassroots Football Strategy, Site Development Plan and the Hertfordshire FA Operations Plan 	
Direct reports	Café Manager and Casual Staff

Location	Hertfordshire FA, Baldock Road, Letchworth, SG6 2EN
Working hours	35 hours per week. Evening and weekend work will be required at times throughout the season – this will not be every week.
Contract type	Permanent
Salary	£25,000 per annum

Responsibilities	
<ul style="list-style-type: none"> To ensure the buildings are facilitated and secured on a daily basis Use the current machinery to brush and maintain the 3G pitch Carry out maintenance reporting, planning and execution Ensure the facility is fully operational and completes daily inspections to identify areas of repair and/or improvement Manage the pitch, HQ and building maintenance programmes ensuring the facilities are maintained to a high standard Product and equipment procurement, stock and waste management Manage recruitment, training and personal development of café manager and casual staff Work with café manager and casual staff on a day-to-day basis to deliver excellent customer service Engage with our customers to provide an outstanding level of customer service Responsible for staff management including daily management, staff rotas and shift cover for casual staff in conjunction with the café manager Responsible for the opening and closing of the facility Embed Safeguarding throughout the facility and within the knowledge of staff, ensuring signage advertises process and who to contact if any concerns Attend Validation visits and support as part of the Safeguarding365 commitment Complete daily, weekly and month Site Risk Assessments Design event/action plan for Cup Finals to safeguard all who attend the site Provide updates on the site Football Foundation Development Plan Attend the Steering committee meetings and provide strategic overview of the site and development plan 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 • Knowledge of Health & Safety within a business • An ability to engage with both the paid and volunteer workforce • Must be able 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 • Be able to work in a team and assign shift patterns • Provide a high level of customer service • Having previously worked in a customer led environment • Ability to work independently • Good self-management of time and ability to be flexible to meet deadlines • Diplomacy and ability to deal with confidential information 	Desirable <ul style="list-style-type: none"> • Experience of managing casual rota staff • Qualified First Aid at work • Experience in a football setting/football knowledge • Experience in food management/hygiene • Understanding of working with volunteers • Presentation skills • Proficient Report writing • Ability to complete Risk Assessments
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:	22 January 2024
Job description authorised by:	Rob Smith (Deputy CEO)

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