



**Your  
Game.  
Our  
Goal.™**

Vision

‘A Game for Everyone’

Mission

‘To Lead and Grow the Game in  
Lancashire’

Lancashire FA Recruitment | Casual Staff - Recreation & Events Team Members



Ongoing Recruitment with No Fixed Application Deadline

To apply please follow the link [here](#)



## **Lancashire Football Association Recruitment Recreation & Events Team Members**

The Facilities team at Lancashire FA generate income to reinvest funds into the game and support the growth of football in Lancashire. The team deliver to a high standard to ensure customers remain highly satisfied during their experiences at our first-class facilities.

We are currently seeking Recreation & Events Team Members to work on a casual basis at Lancashire FA. Training will be given to enable successful candidates to gradually work across the whole hospitality and events business at Lancashire FA. This could involve working within the 1878 Café, providing a warm welcome to guests on reception, providing hospitality during events, conferences and match days. These positions are based at Lancashire FA and hours are offered on a rota basis. Whilst flexibility can be given around the number of shifts worked each week, the hours regularly involve working evenings and weekends.

The ideal candidates will have experience working in a busy facility environment and having regular interactions with members of the public, with a friendly, welcoming manner. Having high standards of customer care is essential, as are strong teamworking skills and a commitment to adherence to all legislative and health and safety requirements.

Lancashire FA very much welcomes applications from all community members to ensure our organisation is as representative of Lancashire's diverse football community as possible. As part of our open and transparent recruitment process, all applications will be anonymised and then assessed on merit for interview short-listing purposes.



## About Lancashire Football Association



The Lancashire FA  
High Performing Organisation Framework

Lancashire FA is the governing body for football in Lancashire, and the largest County Football Association in the country, leading the way in promoting and developing grassroots football. As a vision-driven company, we live and breathe our values daily, taking pride in reinforcing our positive people-focused culture.

We continue to support our footballing community driving forward with our vision to create ‘a Game for Everyone’, as part of our mission ‘to lead and grow the game in Lancashire’.

We operate within a High Performing Organisation Framework and are at the start of a new 4-year strategy period so it’s an exciting time to join the teams championing football in Lancashire.

## Lancashire FA’s Key Aims and Responsibilities

- Leading and serving the game across grassroots, semi-professional and professional football.
- Ensuring the long-term future of the game by providing an inclusive environment and infrastructure where football will flourish for participants of all ages, backgrounds and abilities.
- Providing the structure and support to develop players, coaches, volunteers and referees in a progressive, enjoyable and safe environment.
- Living and breathing our values: Creativity | Teamwork | Caring | Inspiration | Integrity.
- Delivering The FA’s National Game Strategy across the county through the development of innovative programmes and by cultivating opportunities in alignment with The FA.
- Deliver our 2024-28 Strategy.



## Next Steps

This is a great opportunity for people with excellent customer care skills to join the Recreation & Events team at Lancashire FA on a casual, part time basis.

Please review the role profile on the following pages and then apply using the link [here](#).

Lancashire FA is an equal opportunity employer that is committed to diversity and inclusion. Lancashire FA welcomes applications from our under-represented communities to ensure our company is representative of Lancashire's diverse football community. All applications will be anonymised, ahead of being considered on merit for short-listing.

In addition, and to help us with our efforts to understand who is applying for roles at Lancashire FA, from an equality progress perspective, we would be grateful if, when you apply, you would also complete our confidential [demographic data information form](#). This is entirely unrelated to your main application, is anonymous and non-mandatory, and is purely used by Lancashire FA for equality monitoring purposes. We are very grateful for all responses received.

## Closing Date for Applications

We are looking to build up a bank of casual workers within our Recreation & Events team to support the needs of the business and, as such, there is no closing date for this recruitment and we will batch applications and then conduct interviews.





# Lancashire Football Association ('Lancashire FA')

## Recreation & Events Team Member (Casual Worker)

### Role Profile

<b>Job Title</b>	Recreation & Events Team Member   Lancashire FA
<b>Reports to</b>	Recreation & Events Team Leader

Job Purpose	
	<ul style="list-style-type: none"><li>• To deliver the highest level of customer care and attention</li><li>• To welcome and manage the service delivery and operations of the 3G facility</li><li>• To assist in all football stadium events</li><li>• To assist in the delivery of all events and conferences</li><li>• To ensure the building and 3G is facilitated and secured on a daily basis</li><li>• To run the 1878 Café on a daily basis</li></ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Location</b>	<ul style="list-style-type: none"><li>• The County Ground, Thurston Road, Leyland, PR25 2LF</li></ul>
<b>Working Hours</b>	No fixed hours. Hours will be provided on a rota basis, including evening and weekend working.
<b>Contract Type</b>	Casual Worker

Responsibilities	
	<ul style="list-style-type: none"><li>• To assist in the running of events, conferences, 3G, café and reception</li><li>• To adhere to the structure for the opening and closing of the building set by the Facilities &amp; Events Team Leader</li><li>• To serve food and drinks in a safe and hygienic manner working to company and industry guidelines</li><li>• To run the 1878 Café on a daily basis</li><li>• To meet and greet all guests arriving at Lancashire FA</li><li>• To report any maintenance issues to your line manager</li><li>• To ensure that all 3G and public areas are clear of litter and debris ready for customer use</li><li>• To manage access and egress in a safe and effective manner</li><li>• To manage stock levels promoting an efficient service</li><li>• To maintain excellent standards</li><li>• To monitor the toilets and facilities for guest use</li><li>• To provide sufficient communication in the form of handover for your colleagues or the cleaning team as and when required</li><li>• To execute additional tasks as required in order to meet Lancashire FA's changing priorities</li><li>• To ensure all U18 visitors are given details of to whom they should report safeguarding concerns</li><li>• To contribute to ensuring that safeguarding and equality are embedded throughout the Association and grassroots football</li></ul>



Person Specification	
Qualifications	
<b>Essential</b>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Food Hygiene</li> <li>First Aid</li> </ul>
Skills, Knowledge & Experience	
<b>Essential</b> <ul style="list-style-type: none"> <li>Excellent interpersonal, communication and team working skills</li> <li>Good time management</li> <li>High standard of personal hygiene and presentation</li> <li>Organisational skills and the ability to work independently</li> <li>Diplomacy and the ability to handle confidential information</li> <li>Ability to work evenings and weekends</li> <li>High standards of customer care and the ability to deal with the public and manage event timings</li> <li>Experience in a bar/café environment with the presence of alcohol</li> <li>A basic understanding of the principles of safeguarding children and adults at risk (training will be provided)</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Experience of working in a busy sports facility with front of house experience, with regular interaction with the public</li> <li>knowledge of food hygiene to foundation level and recent experience</li> <li>Experience in a reception role</li> <li>Experience handling cash and reconciling monies taken</li> <li>An interest in further development and training</li> </ul>
<b>Enhanced DBS (CRC) Check required?</b> This role carries eligibility for an FA criminal record check under the auspices of the Disclosure and Barring Service (DBS) as laid down in the Protection of Freedoms Act 2012 and FA regulations regarding regulated activity.	All staff are required to have a basic DBS for employment purposes. <b>Enhanced check required?</b> Only if the role holder will be providing party host responsibilities
<b>Clean full driving licence?</b>	NO



The Role Holder will be expected to understand and work in accordance with the Lancashire FA values and behaviours, as described below

Value	Behaviours
<b>CARING</b>	<ul style="list-style-type: none"> <li>• Respect for colleagues and customers - Regularly finds ways to praise the work of stakeholders and colleagues and recognises their expertise and competencies.</li> <li>• Respect for our environment - Champions working in a clean, organised and professional environment and challenges when this doesn't happen.</li> <li>• Supports customers and colleagues - Consistently asking customers what they want, listening and providing appropriate response/services. Goes out of their way to help and support colleagues and customers.</li> <li>• Empathy and kindness - Recognising and showing understanding when customers and colleagues are facing challenges and going the extra mile to help them.</li> </ul>
<b>INTEGRITY</b>	<ul style="list-style-type: none"> <li>• Taking responsibility - Relentless in getting the job done. Always finding solutions to challenges. Celebrating personal success and acknowledging the contribution of others.</li> <li>• Decision making - Taking responsibility for decisions for the organisation, my team or my work. Influencing decision making. Making brave decisions.</li> <li>• Honesty - Standing up for what you believe is right. Strong moral code. Always having challenging conversations.</li> </ul>
<b>INSPIRING</b>	<ul style="list-style-type: none"> <li>• Inspiring others to perform – Consistently reflects and adapts to deliver to the highest level of performance – constant self-improvements. Coaches and mentors others. Delegates effectively. Shares the success of Lancashire FA stakeholders to inspire others.</li> <li>• Motivating and engaging – Stands out as bringing energy and the driving force for motivating others to take action.</li> <li>• Enthusiasm – Always thinking positively and communicating that both Lancashire FA, and I personally, can make a positive difference.</li> <li>• Vision and communication - Creating a compelling vision for your area of work/customer that matches business needs and gaining buy in to implement the vision.</li> </ul>
<b>CREATIVE</b>	<ul style="list-style-type: none"> <li>• Curious - Making time to thinking about how we can be ahead of the game in the future. Looking externally for new ideas Encouraging diverse opinions. Proactively promoting and role modelling Growth mindset.</li> <li>• Ideas into action - Being proactive about shaping, developing and implementing new ideas. Always thinking and challenging “is this realistic?” Monitors and learns from creative ideas and processes.</li> <li>• Challenging - Challenges internally to make time to think and be creative individually and in teams. Implements new solutions and ways of working.</li> </ul>
<b>TEAMWORK</b>	<ul style="list-style-type: none"> <li>• Communication - Always speaks positively about the way we do things and our values. Champion our vision, strategy and plans and taking care of our reputation. Holding each other accountable.</li> <li>• Collaboration - Leads projects successfully engaging with the right people and skills sets. Engages internal and external stakeholders to improve products and services.</li> <li>• Conflict - Addresses issues quickly and effectively, finding solutions to maintain team productivity and togetherness. Brave and courageous conversations to address issues.</li> <li>• Teamwork - Role models being a team player and or leads a high performing team. Uses the skills and knowledge of team members to develop solutions. Supporting and challenging coaching conversations to help others improve.</li> </ul>

