



**Your
Game.
Our
Goal.™**

Vision

‘A Game for Everyone’

Mission

‘To Lead and Grow the Game in
Lancashire’

Lancashire FA Recruitment | Facilities & Events Team Member



Application Deadline: 1st September 2024

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



Lancashire Football Association Recruitment Facilities and Events Team Member

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 a Facilities and Events Team Member to join the Facilities Team at Lancashire FA and supervise the Conference and Events services, providing a warm welcome to all our guests. This position is part year working (broadly term time) covering the football season from 1st September to 31st May each year, working 28 hours a week on a rota basis, with evening and weekend commitments. It is permanently based at Lancashire FA.

The ideal candidate will have experience of working in a front of house role, with regular interactions with members of the public, and have 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 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 the right person with excellent customer care skills to join Lancashire FA in a front of house role.

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

1st September 2024, with interviews currently scheduled to take place shortly afterwards.





Lancashire Football Association ('Lancashire FA')

Facilities & Events Team Member – V2

Role Profile

Job Title	Facilities & Events Team Member Lancashire FA
Reports to	Facilities & Events Team Leader

Job Purpose

- To deliver the highest level of customer care and attention.
- To coordinate and supervise the Conference & Events (C&E) services of the site, including matchday operations.
- Be a point of contact for part-time members of the front of house team and, lead by example, to demonstrate an exceptional level of customer service.
- Be a professional and efficient first point of contact for all guests visiting Lancashire FA.
- Effectively assist the Facilities Manager and Facilities & Events Team Leader and work closely with the Chef to ensure the smooth and timely running of the C&E operation.
- Help to supervise casual staff and daily activities within the department.
- Deliver the highest level of customer care and attention, with standards as set out by the Facilities Manager and Facilities & Events Team Leader.
- Ensure a swift response and solution to customer enquiries received by telephone and in-person.
- Co-ordinate bookings including C&E, Hospitality, Fixtures, Internal Meetings.

Direct Reports	<ul style="list-style-type: none">• None
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Location	<ul style="list-style-type: none">• The County Ground, Thurston Road, Leyland, PR25 2LF
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Working Hours	28 hours per week, with the requirement to work evenings and weekends, for 9 months of the year (1 st September – 31 st May inclusive)
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Contract Type	Part Year Worker – September to May inclusive (Pro Rata Salary Applies)
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Responsibilities

- To liaise effectively with the Facilities & Events Team and team Leader to ensure all meeting rooms and facilities are prepared as directed and ready for customers.
- To coordinate a highly valued and effective Lancashire FA matchday offer for all professional football fixtures and County Cup finals played at The County Ground.
- To meet and greet all guests arriving at Lancashire FA.
- To prepare food and drinks in a safe and hygienic manner working to company and industry standards and guidelines.
- To complete housekeeping checks with all lead delegates upon arrival.
- To assist with all AV queries
- To liaise with the Facilities & Events Team Leader to manage stock levels of all consumables, coffee stock and conference equipment.
- To maintain excellent standards.
- To assist in the 1878 Café, Conference & Events and all areas of operations.



Responsibilities

- To provide high-quality administrative support for the Association and deliver customer service excellence.
- To coordinate any booking request for our conference rooms and any event request.
- To maintain all coffee breakout areas.
- To ensure the bar is ready and stocked for all services.
- To monitor the toilets and facilities for guest use.
- To report any maintenance issues online and to your line manager.
- To manage access and egress in a safe and effective manner.
- To ensure the building is facilitated and secured on a daily basis.
- To provide sufficient communication in the form of handover for colleagues or the cleaning team as and when required.
- To promote the business in all aspects, to generate income for the good of the game.
- To execute additional tasks as required to meet Lancashire FA's changing priorities.
- To risk-assess all Lancashire FA events and activity for under-18s or where U18s may be in attendance
- To ensure, where appropriate, all service level agreements reference safeguarding.
- To liaise with the Safeguarding Department when planning or hosting events involving U18s or known adults at risk.
- To ensure all U18 visitors are given details of to whom they should report safeguarding concerns.
- To contribute to ensuring that safeguarding and equality are embedded throughout the Association and grassroots football.

Person Specification

Qualifications

Essential

- Basic Food Hygiene qualification – Training can also be provided.

Desirable

- Advanced Food Hygiene qualification.

Skills, Knowledge & Experience

Essential

- Excellent attention to detail and organisational skills.
- Strong interpersonal skills, an articulate and confident communication style with fluent written and spoken English.
- Passion for providing exceptional customer service.
- Ability to work under pressure.
- A passion for the industry and delivering exceptional customer service.
- Focus and the ability to work independently as well as within a team.
- A basic understanding of the principles of safeguarding children and adults at risk (training will be provided).

Desirable

- Personal license for the sale of alcohol.
- Experience in a reception role and knowledge of booking systems.
- Knowledge of sport and upcoming events.



Enhanced DBS (CRC) Check required?	All roles require a Basic DBS check for employment purposes Enhanced check required: NO
Will the job-holder have direct access to young persons under the age of 18, within the context of the job or any subsequent related activities or responsibilities?	NO
Clean full driving licence?	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
CARING	<ul style="list-style-type: none"> • Respect for colleagues and customers - Regularly finds ways to praise the work of stakeholders and colleagues and recognises their expertise and competencies. • Respect for our environment - Champions working in a clean, organised and professional environment and challenges when this doesn't happen. • 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. • Empathy and kindness - Recognising and showing understanding when customers and colleagues are facing challenges and going the extra mile to help them.
INTEGRITY	<ul style="list-style-type: none"> • Taking responsibility - Relentless in getting the job done. Always finding solutions to challenges. Celebrating personal success and acknowledging the contribution of others. • Decision making - Taking responsibility for decisions for the organisation, my team or my work. Influencing decision making. Making brave decisions. • Honesty - Standing up for what you believe is right. Strong moral code. Always having challenging conversations.
INSPIRING	<ul style="list-style-type: none"> • 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. • Motivating and engaging – Stands out as bringing energy and the driving force for motivating others to take action. • Enthusiasm – Always thinking positively and communicating that both Lancashire FA, and I personally, can make a positive difference. • 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.
CREATIVE	<ul style="list-style-type: none"> • 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. • 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. • Challenging - Challenges internally to make time to think and be creative individually and in teams. Implements new solutions and ways of working.
TEAMWORK	<ul style="list-style-type: none"> • 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. • Collaboration - Leads projects successfully engaging with the right people and skills sets. Engages internal and external stakeholders to improve products and services. • Conflict - Addresses issues quickly and effectively, finding solutions to maintain team productivity and togetherness. Brave and courageous conversations to address issues. • 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.

