



**LCFA SEFTON**

## **JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Job title</b>	Duty Manager
<b>Reports to</b>	General Manager

### **Job purpose(s)**

- To manage and develop Facilities Assistants to meet customer and operational requirements creating a dynamic, responsive and customer-focused culture through effective communication and management styles.
- To develop and promote an exciting, innovative business plan in order to increase the usage and profitability of LCFA Sefton.
- To work flexibly to provide operational management and assist with general duties as and when necessary.
- To ensure that all facilities are maintained to a high level of cleanliness and safety.
- To collaborate with Liverpool County FA in the delivery of FA and County FA events, programmes, courses and CPD at the site.

<b>Direct reports</b>	Facility Assistant(s)
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<b>Location</b>	LCFA Sefton, Drummond Road, Thornton, Liverpool, L23
<b>Contract</b>	Permanent – 37.5 hours p/week Note - this position will involve day, evening and weekend work, including public holidays.
<b>Salary</b>	£18,000 - £20,000 plus benefits p/annum (dependent upon experience)

### **Responsibilities**

- As a key holder you will be responsible for the safety, organisation, and delivery of all operations.
- Act as a team leader by coaching and supporting the team to deliver unbeatable experiences, while ensuring all procedures are followed, taking the lead on shift
- Deploy Facilities Assistants according to the trading pattern, ensuring effective resource management.
- Train and induct new Facilities Assistants, inspiring their new adventure with LCFA Sefton.
- Manage the day-to-day operations of the facility when required, accountable in the absence of the General Manager.
- Responsible for the Health & Safety of others on site including all staff and visitors and to be the main first aider on duty during shifts
- Know the fire alarm test procedure and how to evacuate the buildings/grounds in the event of a fire
- Assist and develop, where necessary, LCFA Sefton's Business Plan inclusive of the football programme, events and functions as well as other services.
- A good understanding of all administrative procedures including invoicing.

- Ensure compliance with all financial procedures, banking, finance and pricing, collaborating with LCFA's Finance Manager.
- Effectively respond to requests from other LCFA business functions including Safeguarding, Payroll and Accounts, Marketing & Communications.
- Responsible for sales calls and responding to social media posts as and when required.
- Undertake full stock take in accordance with procedures and to ensure stock levels are maintained.
- Greet users of the facilities and ensure they adhere to health & safety, safeguarding and site rules.
- Responsible for the management of the booking management system, reconciling payments, casual and block bookings.
- Responsible for the management of all football, event and function booking agreements.
- Maintain security by following procedures and controlling access.
- Undertake equipment set up and take downs according to programme activities; ensuring any repairs are reported promptly.
- Answer customer and/or supplier queries and provide information in a timely manner.
- Compliant in cash handling and to keep up to date with all pricing.
- Responsible for general safety and behaviour of the public preventing misuse or damage to internal and external facilities.
- Ability to work in a kitchen and to cook food for customers as and when required.
- Support colleagues to keep the site clean, clear, litter free and presented to a high standard.
- Ensure compliance with all statutory Health and Safety legislation.
- Report any accidents, risks or dangerous occurrences immediately to the General Manager. Any threats to the health and safety of other staff and members should be dealt with instantly.
- Carry out any other duties deemed necessary to meet the needs and demands of the business.
- Contribute to ensuring safeguarding and equality are embedded throughout the organisation/site.
- Undertake any other duties deemed appropriate by the General Manager and/or Liverpool County FA.

## Person specification

### Qualifications

#### Essential

- Educated to GCSE Level or equivalent (including at least A\*- C in English and Mathematics)

#### Desirable

- FA Coaching Qualification.
- FA Qualified Referee.
- Emergency First Aid Qualified.
- Health & Safety Qualification.
- Fire Marshall Qualified.
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### Skills

#### Essential

- Good IT skills, including use of Microsoft Office.
- Ability to lead and motivate a diverse team embracing our values.
- Excellent verbal, written and IT communication skills Excellent customer service skills.
- A positive outlook with bags of personality.
- A passion for delivering excellence.
- Courage to show your confidence.
- You will often need to multitask; therefore, a hard-working attitude is key here.

#### Desirable

Knowledge and experience	
<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience in a supervisory role within a sport, leisure or hospitality setting.</li> <li>• A proven track record in cost control and driving income in all areas of the business.</li> <li>• Experience of working with the general public.</li> <li>• Experience of working to targets and deadlines.</li> <li>• Experience cash handling.</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Knowledge and understanding of The FA's National Game Strategy.</li> <li>• Knowledge of grassroots football structures.</li> </ul>
<b>Enhanced DBS Check required?</b>	Yes
<b>Clean, full driving licence?</b>	Yes

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
Value	Behaviours
Teamwork	<ul style="list-style-type: none"> <li>• 11 passionate and experienced individuals working as 1 team for the benefit of grassroots football in Merseyside</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>• We strive to do the right thing always, acting truthfully and respectfully to safeguard the integrity of the game</li> </ul>
Inclusive	<ul style="list-style-type: none"> <li>• We've got the World in One City and no one will be left on the sidelines, football is for everyone</li> </ul>
Passionate	<ul style="list-style-type: none"> <li>• To always have our best starting 11 bringing their love of football, passion, pride and promise to you all, every time.</li> </ul>

<b>Job description reviewed and modified by:</b>	N/A
<b>Date job description reviewed and modified:</b>	N/A
<b>Job description authorised by:</b>	Daniel Green, Chief Executive Officer

<b>Signed by job holder (on appointment):</b>	
<b>Date signed:</b>	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.