



**LCFA SEFTON**

## **JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Job title</b>	General Manager
<b>Reports to</b>	Chief Executive Officer, LCFA

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

- To successfully manage smooth, safe and prudent delivery of the customer service, sales, staff performance, administration and overall site safety and security.
- To develop and deliver an innovative and inclusive Business Plan, driving usage, sales and customer excellence across all business areas.
- To lead, coach and mentor a high performing team who embrace the business values.
- To manage and be accountable for all aspects of financial management.
- 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>	Duty Manager(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>	£25,000 - 27,500 plus benefits p/annum (dependent upon experience)

### **Responsibilities**

- To lead, motivate and inspire the workforce; responsible for recruiting, coaching and developing a high performing team.
- To provide effective leadership, performance and resource management across all roles and business services.
- To act as the facility's primary key holder and emergency point of contact for all safety, security and legislative matters, both during and out of hours.
- To manage all internal and external contracts and contractors in accordance with internal and external terms and conditions, policy and procedure.
- To be accountable for the facility's Health & Safety, Food Hygiene, Safeguarding and other key legislation; undertaking regular internal audits to ensure continued compliance and best practice.
- To lead and develop strategies to drive usage, facility targets, revenue and customer experience.
- To prioritise targeted activities and audiences in line with the Business Plan and requirements on external Funding Partners.
- To collaborate with LCFA on all marketing activity; ensuring the delivery of an innovative marketing plan that raises the profile, drives usage and revenues.
- To be accountable for all financial procedures, banking, finance and pricing, collaborating with LCFA's Finance Manager.

- To manage the business budget and financial controls, reporting to LCFA's Chief Executive Officer and/or LCFA Sefton CIC Board, as requested.
- To effectively respond to requests from other LCFA business functions including Safeguarding, Payroll and Accounts, Marketing & Communications.
- To oversee all aspects of the catering facilities including sales, stock control and replenishment as well as supplier contract negotiation and management.
- To effectively deal with all customer complaints in a timely manner.
- Greet users of the facilities and ensure they adhere to health & safety, safeguarding and site rules.
- To ensure safeguarding and equality are embedded throughout the organisation/site and in collaboration with LCFA's Designated Safeguarding Officer, ensure the compliance of all employed and casual staff.
- Undertake any other duties deemed necessary to meet the needs and demands of the business.
- Undertake any other duties deemed necessary by LCFA's Chief Executive Officer.
- To attend (as and when requested) LCFA Sefton CIC's Board.

## Person specification

### Qualifications

#### Essential

- Educated to A-Level or equivalent (including A\*-C at least English Language & Mathematics).
- Emergency First Aid Qualified.

#### Desirable

- Degree Educated
- FA Coaching Qualification.
- FA Qualified Referee.
- Health & Safety Qualification.
- Fire Marshall Qualified.
- Licensee

### 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.
- Ability to work under pressure and manage conflict.
- A positive outlook with bags of personality.
- A passion for delivering excellence.
- Ability to manage change and work in a fast-paced multi-stakeholder environment.
- Courage to show your confidence.
- You will often need to multitask; therefore, a hard-working attitude is key here

#### Desirable

### Knowledge and experience

#### Essential

- Demonstrable experience leading and managing sport, leisure or hospitality premise.
- Strong commercial acumen with the ability to identify new business opportunities.
- Proven track record of budget management and financial reporting.
- Strong network of local partners and evidence of multi-agency working.
- Demonstrable experience of developing and delivery strategies vs. agreed measures and targets.

#### Desirable

- Knowledge and understanding of The FA's National Game Strategy.
- Knowledge of grassroots football structures.
- Knowledge of commercial catering operations.

<ul style="list-style-type: none"> <li>Ability to lead, coach and mentor a diverse team and embed values.</li> <li>Sound knowledge and understanding of statutory Health &amp; Safety requirements.</li> </ul>	
<b>Enhanced DBS Check required?</b>	Yes
<b>Clean, full driving licence?</b>	Yes

<b>The job holder will be expected to understand and work in accordance with the values and behaviours described below</b>	
<b>Value</b>	<b>Behaviours</b>
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.