



Middlesex Community Football Centres Limited Job Description and Person Specification

Job title	Duty Manager
Reports to	Centre Manager

Job purpose(s)	
<ul style="list-style-type: none">To work alongside the Centre Manger to deliver the successful management of the Company Headquarters at Rectory Park, including 2 x 3G Artificial Pitches, changing rooms and Community Space.To perform daily facility operations responsibilities to assist the Centre Manager and Chief Executive Officer.To assist with maintaining a safe and enjoyable facility environment.To provide excellent customer service and support to all visitors of Rectory Park and Middlesex FA.To implement the facilities Health & Safety action plan.To support delivery of the Rectory Park Business Strategy.To contribute to the effective implementation of The FA's Safeguarding Operating Standard.	
Direct reports	N/A

Location	Rectory Park Football Centre, UB5 5FA
Working hours	35 hours per week. Shift work between 8:00am – 10:00pm on a 3-week rotation of days, evenings, and weekends.
Contract type	Permanent
Starting salary	£20,500 per annum

Responsibilities	
<ul style="list-style-type: none">Supervise the set-up/teardown of information recreational activities, reservations and events.Complete facility walkthroughs as well as complete headcounts.Serve as the first point of contact for customers and access control for the facility.Provide conflict resolution, information about programs, services and facilities is also expected.Coordinate and prepare all facility requirements to ensure an outstanding customer experience.Support the Centre Manager to ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement.Manage the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard.Procurement and responsibility for arranging appropriate suppliers to undertake duties as identified by the Centre Manager.Oversee facility booking processes and procedures to ensure business rules are applied.Through predetermined software maintain accurate records of all visitors to the facility and their activities.Assist Centre Manager to prepare quarterly management information of all activities and visitors to the facility.Assist in the recruitment, training and personal development of Facility Attendants.Maximise the catering operation by utilising the available space and meeting the needs of the customer.Work with catering and duty staff on a day to day basis for the running or functions and events.Oversee other support services such as waste disposal, vending and parking.Support the Centre Manager with staff management including daily management, staff rotas and shift cover, when required.	



- Oversee support services including but not limited to, waste disposal, vending and car parking.
- Work alongside the Centre Manager to control consumable costs with the support of the management team.
- Drive passion for the overall standards and appearance of the facility at all times.
- Be an advocate of the brand, by compliance with policies, procedures and brand standards.
- Provide qualitative and quantitative statistics on usage and customer insight.
- Work with the casual Facility Attendants to deliver great first impressions and customer journey expectations.
- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting.
- Provide business support to the Centre Manager and CEO to ensure the timely and efficient discharging of their duties.
- Contribute to ensuring that safeguarding and equality are embedded throughout Rectory Park and grassroots football.
- Execute tasks as required to meet Rectory Parks changing priorities

Person specification	
Skills and Experience	
Essential <ul style="list-style-type: none"> • Experience and proven success on facility / operational management. • Strong interpersonal and relationship management skills. • Health and Safety experience and knowledge of Risk Assessments. • Excellent IT skills, including the use of Microsoft Office applications. • Ability to work independently and as part of a team. • Good time management and prioritisation skills. • Good creative problem-solving and decision- making skills. • Outstanding communication and presentation skills. • Exceptional customer service. • An ability to engage with both the paid and volunteer workforce. • Influence and negotiation skills. • Possess a dynamic, progressive attitude towards innovative practices and processes. Experience of ensuring compliance with processes. • Willing 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 knowledge of inclusion, equality, anti-discrimination and safeguarding. 	Desirable <ul style="list-style-type: none"> • Experience of managing casual rota staff • Experience of working with partner organisations • Qualified First Aid at work • Experience in a football setting • Knowledge of the structure and partner organisations within football, national and within the County FA locality.
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
COMMITTED	We are committed to doing the right thing. Governing the game in a way that's fair to all and treats everyone the same regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.
CREATIVE	We are creative. Adopting creative solutions to ensure we stay ahead of the game and meet the needs of our football community. We will focus on the future and learn from the past.
COLLABORATIVE	We are collaborative. We will engage with local and national partners to offer benefits to our football community. We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are meeting their needs and listening to their feedback. We will collaborate with each other to share knowledge, provide feedback and work as a team to meet our common goal.
CONNECTED	To be connected. We are connected to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do.

Benefits of working at Middlesex FA
<ul style="list-style-type: none"> • Workplace pension scheme • A day off on your birthday • Access to the cycle to work scheme • Free Nike Staff Uniform every year • Employee Assistance Programme • Access to FA Cup Final Tickets and England Tickets at Wembley • Opportunity to be part of the Health and Wellbeing Group (This group supports all staff on a range of topics such as fundraising for our Charity Partner, Health and Fitness, Wellbeing Workshops, Staff Socials and much more) • 2 Volunteering days a year (to take place in Middlesex) • Personal Development Budgets • Professional Development Plan • 20 days annual leave as standard • Additional Days leave after 5 years' service • 15% Staff Discount at Rectory Park

Job description reviewed and modified by:	Natasha Cameron, Centre Manager
Date job description reviewed and modified:	16/06/2023
Job description authorised by:	Kayleigh Saunders, Chief Executive

How to apply	Submit your CV and Cover Letter on the link below. https://middlesexfa.peoplehr.net/Pages/JobBoard/Opening.aspx?v=e7270cc6-7dc3-44b7-be2f-69d7ecb4d3f1
Deadline for applications:	Sunday 16 th July 2023
Interview Date:	Friday 21 st July or Monday 24 th July 2023

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