



Middlesex Community Football Centres Limited

Job title	Facility Operations Assistant
Reports to	Facility Manager

Job purpose(s)	
<ul style="list-style-type: none">To work alongside the Facility Manager 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 Facility Manager.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 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, Ruislip Road, Northolt, UB5 5FA
Working hours	Part Time - 21 hours per week
Salary	£23,000 pro rata

Responsibilities
<ul style="list-style-type: none">Manage the pitch maintenance by using the current machinery to brush and maintain the 3G pitches.Ensure maintenance reporting, planning and execution is carried out in a timely manner.Ensure the facility is fully operational and complete daily inspections to identify areas of repair and/or improvement.Act as a shift Supervisor for stipulated shifts and at relevant events when required, whilst also providing cover where necessary.Be a responsible key holder for Rectory Park and carry out procedures such as opening and locking up, cashing up, dealing with any customers queries, sending evening handover reports to Senior Manager, delivering and administering core events, assisting with cafe duties during busy periods and using the cash registers.Oversee and deliver core initiatives including the promotion, administration and payment. The core initiatives include Birthday parties, Functions, Meeting Room Hire and FA events.Ensure all relevant booking / application forms are completed fully and filed accordingly.Provide support to the Facility Manager on in house and external promotions and initiatives.Undertake general administrative duties including dealing with telephone enquiries and visitors to Rectory Park and providing any other support required.Ensure all cleaning tasks are completed to the highest standard.Complete daily tasks as set and agreed by the Facility Manager.Engage with our customers to provide an outstanding level of customer service by coordinating and preparing all facility requirementsContribute to ensuring that safeguarding and equality are embedded throughout Rectory Park and grassroots football.Awareness of all the County FA policies and procedures.Execute tasks as required to meet Rectory Parks changing priorities.



Person specification	
Skills and Experience	
Essential <ul style="list-style-type: none"> • Strong interpersonal and relationship skills. • Health and Safety experience and knowledge of Risk Assessments. • Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation. • An ability to engage with both the paid and volunteer workforce. • Good time management and prioritisation skills. • Exceptional customer service. • Having previously worked in a customer led environment. • Ability to work independently and as part of a team. • 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. • Diplomacy and ability to deal with confidential information. 	Desirable <ul style="list-style-type: none"> • Experience in facility / operational maintenance and/or management. • Experience in a football setting/football knowledge. • Qualified First Aid at work. • Experience in food management/hygiene. • Understanding of working with volunteers. • Presentation skills. • Proficient Report writing. • Ability to complete Risk Assessments.
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 governing the game in a way that is fair 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, always finding new ways to stay ahead and serve our football community. We learn from our experiences and focus on the future.
COLLABORATIVE	We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are listening to feedback and meeting their needs. We will collaborate as a team to share knowledge, provide feedback and work as a team to meet our common goal.
CONNECTED	We are connected with our community, operating with a customer-focused approach that puts our participants at the heart of what we do.



Why work for Middlesex Community Football Centres?

CYCLEScheme

Staff can purchase commuter bikes and cycling accessories which is taken before tax as a salary sacrifice and paid back to MFA over a 12-month period.

BIRTHDAY

We give you your birthday off! If it falls on a Saturday or Sunday, you will be given the Friday or Monday.

ADDITIONAL DAYS

We choose to close the office and give you time off at Christmas but reviewed yearly. We give you two volunteering days a year (to take place in Middlesex).

STAFF SOCIALS

Our team training days always contain social activity.

TRAINING

We offer financial and professional support for education and training (linked to your role) but supportive of your own personal development.

ACCESS TO FA TICKETS

Staff Members have the opportunity to purchase tickets, allocated to County FAs, for England internationals and the FA Cup Final.

FLEXIBLE AND AGILE WORKING

We offer flexible working, giving you the opportunity to work from home, remotely and to manage your own time around your personal life and family.

STAFF DISCOUNT

Staff can purchase goods from Rectory Park at a discount.

Job description reviewed and modified by:	Natasha Cameron, Facility Manager
Date job description reviewed and modified:	22/02/2025
Job description authorised by:	Kayleigh Saunders, Chief Executive

How to apply	Send your CV and covering letter to management@middlesexfa.com
Deadline for applications:	Sunday 16 th March
Interview Date:	By end of March 2025

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