**Middlesex Community Football Centres**

**Recruitment Pack: Duty Manager**

Dear Applicant

**Re: Duty Manager – Facility Maintenance**

Thank you for your request for an application pack for the above vacancy, please find enclosed the application form and job description.

We would welcome your application if the job appeals to you and you feel that you can demonstrate that you meet the criteria.

If you wish to apply, please ensure that your completed application form is submitted to me at the earliest opportunity as we are advertising until the position is filled. Please do this by sending your pack by email to [andrew.perren@middlesexfa.com](mailto:andrew.perren@middlesexfa.com)

It is not mandatory to complete the monitoring form and non-completion will not affect your application. However, if you do wish to complete the form, please return it with your application in a blank envelope to ensure anonymity.

We pride ourselves on providing a membership focused service and the successful post holder will need to demonstrate empathy to that approach.

Please note that you will be informed if you have been short listed for interview. Only candidates invited to interview will be contacted, unsuccessful candidates will not be contacted. The interview date will be agreed upon between the applicant and I.

I look forward to receiving your completed job application form.

Yours sincerely

Andrew Perren

Rectory Park Centre Manager

**Application form: Duty Manager – Facility Maintenance**

To be returned to:

Andrew Perren, Centre Manager, Middlesex FA, Rectory Park, Northolt, Middlesex, UB5 5FA marked ‘Private and Confidential’ or by email [andrew.perren@middlesexfa.com](mailto:andrew.perren@middlesexfa.com)

|  |  |
| --- | --- |
| Surname |  |
| First name |  |
| Address |  |
|  |  |
| Post Code |  |
| Contact Telephone Number |  |
| Mobile Telephone Number |  |
| Email Address |  |
| Do you consider yourself to have a disability? Please tell us if there are any ‘reasonable adjustments’ we can make to assist you in your application or with our recruitment process |  |
| Do you need a work permit to work in the UK? |  |
| If appointed, what period of notice are you required to give your current employers? |  |
| Please give the names and address of two referees who can be contacted (only in the event of your being offered the position). Please state in what capacity they are known to you (i.e. Personal or employer, etc) | |
| Reference One | |
| Reference Two | |
| Do you hold a current Football Association issued Criminal Records Bureau certificate? YES / NO | |

Please return this form together with your CV and a covering letter why you are applying for this position at the earliest opportunity.

*I certify that the above are correct details and that any offer of employment would be subject to satisfactory references. I also consent to the MCFA making verification checks as appropriate.*

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To assist us in monitoring that the wider community is being made aware of our vacancies, you are invited to complete the following form. It is not mandatory and non-completion will **not** affect your application. Please detach and return in an unmarked envelope with your application form.

**Ethnic background.** Please choose one category from A to E and then please mark X in the appropriate box to indicate your ethnic background

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A White** |  | **B Mixed** |  | **C Asian or Asian British** |  |
| English | ÿ | White & black Caribbean | ÿ | Indian | ÿ |
| Irish | ÿ | White & black African | ÿ | Pakistani | ÿ |
| Scottish | ÿ | White & Asian | ÿ | Bangladeshi | ÿ |
| Welsh | ÿ | Other | ÿ | Other | ÿ |
| Other | ÿ |

|  |  |  |  |
| --- | --- | --- | --- |
| **D Black or Black British** |  | **E Chinese or Other Ethnic group** |  |
| Caribbean | ÿ | Chinese | ÿ |
| African | ÿ | Other | ÿ |
|  |  |
| Other | ÿ |

Do not wish to disclose Yes ÿ No ÿ

**Disability**

Do you consider yourself to be a disabled person? Yes ÿ No ÿ

If you have indicated yes please mark X in all the boxes that apply to you:

|  |  |  |  |
| --- | --- | --- | --- |
| Hearing impairment | ÿ | Physical impairment | ÿ |
| Learning difficulty / disability | ÿ | Visual impairment | ÿ |
| Mental health issues | ÿ | Do not wish to disclose Yes ÿ No ÿ | |

**Religion**

|  |  |  |  |
| --- | --- | --- | --- |
| Buddhist | ÿ | Muslim | ÿ |
| Christian | ÿ | Sikh | ÿ |
| Hindu | ÿ | No active faith | ÿ | |
| Catholic | ÿ |  |  | |
| Jewish | ÿ | Any other religion (please write in) | ÿ | |
| Do not wish to disclose Yes ÿ No ÿ | |
|  | |

**Sexual orientation**

|  |  |  |  |
| --- | --- | --- | --- |
| Heterosexual | ÿ | Lesbian | ÿ |
| Gay | ÿ | Bisexual | ÿ |
| Do not wish to disclose | ÿ | Other (please write in your preferred description) | ÿ |

** Middlesex Football Association**

**Job Description: Duty Manager**

|  |  |
| --- | --- |
| **Role** | Duty Manager |
| **Contract Type** | Ongoing |
| **Hours per week** | 35 hours per week  Shift work – Mainly evenings and weekends on rotation |
| **Salary** | £19,500 per annum |
| **Location** | Rectory Park Football Centre |
| **Reports to** | Centre Manager |

**Role purpose:** The Duty Manager is responsible for working alongside the Centre Manager to deliver the successful management of the Company Headquarters at Rectory Park, Northolt\*, ensuring the safe and cost effective operation of the venue whilst representing Middlesex FA to customers.

The Duty Manager needs to possess a good understanding of facility management, with operational and staff management experience, as the job-holder will assist and cover the Centre Manager with responsibilities for managing the daily operation of the facility.

\*including 2 x 3G Artificial Pitches, changing rooms and Community Space

**Work programme:**

***Operational***

* *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*
* *Ensure the changing facilities and community rooms are prepared appropriately for bookings*
* *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/casual staff*
* *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*

***Customer Experience***

* *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*

***People***

* *Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting*

**Experience:**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Experience and proven success on facility / operational management and strong interpersonal and relationship management skills | Experience of managing casual rota staff |
| Health and Safety experience and knowledge of Risk Assessment | Experience of working with partner organisations |
| Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation | Driving licence |
| An ability to engage with both the paid and volunteer workforce | Qualified First Aid at work |
| Influence and negotiation skills | Experience in a football setting |
| 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 understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice |  |

**Behaviours:**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Problem solving  Teamwork  Communication and influencing  Delivering business results  Customer excellence  Developing self and others through leadership  Planning and control | **Committed** to offering football opportunities for all, embodying our mission and delivering our vision.  Adopting **creative** solutions to ensure we stay ahead of the game and meet the needs of our football community.  **Collaborate** with local and national partners to offer benefits to our football community.  **Connected** to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do. |

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.  The responsibilities, skills, experience and behaviours might differ from those outlined and other duties, as assigned, might be part of the job.