



ABOUT SURREY FA



Founded in 1890, Surrey FA has a rich history with the beautiful game. Today, Surrey FA is one of the leading County FA's in the country and is a not-for-profit organisation with charitable status. This is an exciting time for us as we continue to transform our services and set about developing our new long-term strategy to 2030.

Surrey FA supports over 3,000 teams and 60,000 players, over 1,000 referees, and 5,000 coaches. We have a network of County Members providing expertise and diversity of voice to our Working Groups, a diverse and committed Board of Trustees, and 28 staff working across 15 Local Authorities. Surrey FA was also the first CFA to achieve Intermediate Equality Standard.

WHAT IS IT LIKE TO WORK FOR US?

Surrey FA is a great place to work. We are proud of our positive culture, staff well-being, and team working. We are collaborative. We support each other. The person is as important to us as the skills you can bring.

We value the benefits of partnership working to deliver better outcomes. And we are all passionate and committed to grassroots football and changing lives across our community.

We offer flexible working hours, a benefits programme designed by our staff and you'll be based in our newly built offices at Meadowbank Football Ground, overlooking the Surrey Hills in Dorking, Surrey.

www.surreyfa.com



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JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE

Facilities Duty Manager – Casual

REPORTS TO

Head of Operations

JOB PURPOSE(S)

- To support the delivery of the Surrey FA Strategy
- To successfully assist in the running of the facilities (3G Artificial pitch, changing rooms, office and meeting rooms) of the Surrey FA
- Maximise the usage of the facilities whilst showcasing the services of Surrey FA and meeting the requirements of Sport England and Mole Valley District Council.
- To contribute to the effective implementation of The FA's Safeguarding Operating Standard for County FAs.
- To support the adoption of FA technology systems across grassroots football.
- To comply with FA rules, regulations, policies, procedures and guidance that are in place from time to time.

PRINCIPAL ACCOUNTABILITIES/RESPONSIBILITIES

Operational

- Ensure the smooth running of the facility during its opening hours.
- Act as first contact for all facility visitors, dealing with all bookings and enquiries. Relaying messages where applicable.
- Manage and oversee the user database and bookings system to allocate pitch and changing room usage and ensure appropriate application of the pricing policy.
- Manage and oversee user database and booking system, to ensure facilities are utilised fully
- Responsible for Cash handling, security of money, completion of cash up sheets and preparing money for banking.
- Manage the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard
- Set up and take down of equipment as required.



- Responsible for Site Security including opening/closing the facility and issue of keys.
- Procurement and responsibility for arranging appropriate suppliers to undertake duties as identified by the Operations Manager
- Responsible for Site Security including opening/closing the facility and issue of keys
- Assist Head of Operations to prepare quarterly management information of all activities and visitors to the facility

Health and Safety

- Support Head of Operations by annually reviewing Operations Manual and carrying out Risk Assessments
- Ensure the facility meets Health & Safety Legislation by carrying out regular site inspections to identify areas requiring repair and/or improvement and report this to the Head of Operations.
- Ensure the safety and behaviour of users is controlled to prevent injury, misuse and damage to the facilities.
- Provide first-aid cover and ensure that the appropriate documentation is completed.

Customer Experience

- Drive passion for the overall standards and appearance of the facilities at all times.
- Be an advocate of the County, ensuring compliance with policies, procedures and brand standards.
- Deliver great first impressions and consistently deliver excellent customer service.
- Build relationships with new and existing partners to provide services for the delivery of third party events, sporting or non-sporting.

Key partners relationships

- Work with Operations Manager to build relationships with Customers and ensure that all adhere to lease & Licence requirements.
- Work with Operations Manager to build relationships for key suppliers to premises.
- Work with Operations Manager to ensure that Neighbours and the local community relationships are maintained through proactive communication when possible



Promotion & Marketing

- Assist the Head of Operations as required in the marketing of the facilities to help promote user growth.
- Work with Marketing & Communications Officer, to effectively market the facilities when required.
- Work alongside the Football Development Team to maximise usage of 3G pitch and facilitate participation initiatives.

Safeguarding

- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk using Meadowbank
- Ensure contract agreements are in place with all contractors (facility hire, consultants etc.) and that these outline the requisite safeguarding responsibilities and accountabilities for all parties.
- Contribute to ensuring that safeguarding and equality are embedded throughout the Surrey FA and grassroots football.





PERSON SPECIFICATION

KNOWLEDGE/EXPERIENCE/TECHNICAL SKILLS/BEHAVIOURS

Essential

- Appropriate Sporting/Leisure Qualifications
- Experience of facilities / operational management
- Ability to proactively work with internal and external partners
- Experience within a customer facing environment
- Strong interpersonal and relationship management skills
- Knowledge of Risk Management & Health & Safety
- Experience of using Microsoft Office, Word, Excel, PowerPoint, internet and email
- Willing to work at peak times including evenings and weekends
- A passion for standards and cleanliness
- Demonstrate a working understanding and application of inclusion, equality and anti - discrimination, safeguarding and best practice

Desirable

- Knowledge of the grassroots football infrastructure
- Knowledge of partner organisations within the CFA locality
- Knowledge of The FA National Game Strategy
- First Aid Qualifications

BEHAVIOURS

- Problem solving
- Teamwork
- Confidence
- Customer excellence
- Good communication
- Leadership
- Delivery
- Developing Self

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.

The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.