



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
REPORTS TO	Head of Operations
JOBS REPORTING INTO THE JOB HOLDER:	Facilities Senior Duty Manager

JOB PURPOSE(S)

- To support the delivery of the Surrey County FA Strategy
- To successfully assist in the running of the facilities* of the Surrey County FA
- Maximise the usage of the facilities whilst showcasing the services of Surrey County 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 safeguarding, rules, regulations, policies, procedures and guidance that are in place from time to time.

*Facilities include the 3G Artificial pitch, changing rooms, office and meeting rooms

DIRECT REPORTS	None
LOCATION	Meadowbank Football Ground
WORKING HOURS	35
CONTRACT TYPE	Full time / permanent





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 bookings system and allocate pitch and changing room usage
- 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 opening/closing the facility
- Arranging appropriate suppliers to undertake duties as identified by the Operations Manager

Health and Safety

- Support Head of Operations by annually reviewing Operations Manual and carrying out Risk Assessments
- Ensure the facility meets Health & Safety Legislation
- Ensure the safety and behaviour of users
- Provide first-aid cover

Customer Experience

- Deliver great first impressions and consistently deliver excellent customer service
- Maintain outstanding standards of cleanliness throughout the centre
- Providing polite and friendly service to all our visitors

Key partners relationships

- Work with Operations Manager to build relationships with Customers
- Work with Operations Manager to build relationships for key Suppliers
- Work with Operations Manager to ensure that Neighbours and the local community relationships are maintained

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

a) About you

- Are you polite, friendly and patient when communicating with others?
- Are you willing to undertake an enhanced DBS check?
- Are you committed to delivering high quality customer service?
- Are you willing to complete daily cleaning tasks to maintain consistently high standards?
- Are you willing to undertake full training for this role?
- Are you flexible and committed to working as part of a high-performing team?
- Are you available to work evenings and weekends?
- Do you have experience in hospitality?
- Have you worked in sports or a facility before?

b) Desired Behaviours

- Problem solving
- Teamwork
- Confidence
- Customer excellence
- Good communication
- Proactive
- Enthusiastic

ENHANCED DBS CHECK REQUIRED?

YES

CLEAN, FULL DRIVING LICENCE?

YES





THE JOB HOLDER WILL BE EXPECTED TO UNDERSTAND AND WORK IN ACCORDANCE WITH SURREY FA'S VALUES AND BEHAVIOURS DESCRIBED BELOW

VALUES	WORDS	BEHAVIOURS
Respectful	Principles Integrity Diversity Empathy Balance	We recognise everyone's individual experience and perspectives, seeking out and valuing their contribution
Ambitious	Learning Passion Challenges Proactive Open	We venture into uncharted territories with open minds, being bold in our thinking and brave in our actions
Collaborative	Communication Teamwork Listening Support Recognition	We work together, fuelled by our passion and shared commitment to growing football
Focussed	Decisive Review Impact Accountable Effectiveness	We strive for quality work that enables us to make a lasting impact for the people we serve

JOB DESCRIPTION REVIEWED AND MODIFIED BY:

DATE JOB DESCRIPTION REVIEWED AND MODIFIED:

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

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.