Facilities Duty Manager Role Profile

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| **Job Title:**  | **Facilities Duty Manager – Part Time** |
| **Reports To:**  | **Head of Operations** | **Jobs Reporting into the Job Holder:** | **N/A** |
| 1. **Job Purpose**
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| * 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 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 |
| 1. **Principal Accountabilities/Responsibilities**
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| **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 DWFC 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.
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| 1. **Person Specification**
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| 1. **Knowledge/Experience/Technical Skills/Behaviours**
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| **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 & Heath & 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
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| **b) Behaviours**  |
| * Problem solving
* Teamwork
* Confidence
* Customer excellence
* Good communication
* Leadership
* Delivery
 | * Developing Self
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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.