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** | | | | |
| * 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** | | | | |
| **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. | | | | |
| 1. **Person Specification** | | | | |
| 1. **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 & 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 | |
| **b) 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.