



## WILTSHIRE FA - CENTRE MANAGER

<b>Job Title:</b>	Centre Manager		
<b>Reports To:</b>	Football Development Manager	<b>Jobs Reporting into the Job Holder:</b>	Facility Assistants
<b>1. Job Purpose</b>			
<p>The Centre Manager is responsible for delivering the successful management of the Wiltshire FA Headquarters at Green Lane in Devizes, whilst representing Wiltshire FA to all customers.</p> <p>The Centre Manager needs to possess an excellent understanding of facility management, with operational and staff management experience, as the job holder will have responsibilities for managing the daily operations of the facility.</p>			
<b>2. Principal Accountabilities/Responsibilities</b>			
<b>Operational</b>			
<ul style="list-style-type: none"><li>• Co-ordinate and prepare all facility requirements to ensure a first-class customer experience.</li><li>• Ensure the facility complies with Health and Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement</li><li>• Manage all County FA led initiatives on the facility including participant engagement and operational delivery – including safeguarding responsibilities.</li><li>• Manage and oversee the user database and bookings system to allocate pitch and changing room usage and ensure appropriate application of the pricing policy</li><li>• Deliver user growth through sales processes and activity, whilst ensuring a positive contribution is made to the facility profit and loss account</li><li>• Through competitor analysis, ensure the facility remains competitive yet affordable to the community</li><li>• Plan to achieve quarterly set targets through direct marketing techniques and customer retention tactics</li></ul>			



- Procure and liaise with appropriate suppliers to undertake duties as identified by the Football Development Manager.
- Work alongside the Football Services & Football Development Team to maximise usage of the 3G pitch to facilitate participation initiatives
- Ensure the facilities are maintained to a high standard.
- Manage the relationship with partner clubs to ensure lease & licence requirements are adhered to.

**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
- Produce qualitative and quantitative statistics for Management Team Meetings on usage and customer feedback
- Manage the Facility Assistants to deliver great first impressions and excellent customer service
- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting

**3. Person Specification**

**a) Knowledge/Experience/Technical Skills/Behaviours**

**Essential:-**

- Experience of facilities / operational management
- Proven track record of managing / supervising staff.
- Ability to proactively work with internal and external partners
- Experience of ensuring compliance with processes
- Experience and proven success of managing sales and operations
- Strong interpersonal and relationship management skills
- Significant experience of using Microsoft Office, Word, Excel, PowerPoint, internet and email.
- Influence and negotiation skills
- Knowledge of Risk Management & Health & Safety

**Desirable:-**

- Qualified First Aid at work
- Knowledge of the grassroots football infrastructure
- Knowledge of partner organisations within the CFA locality.
- Knowledge of The FA National Game Strategy
- Qualified to H&S Level 3.



<ul style="list-style-type: none"><li>• Willing to work at peak times including evenings and weekends</li><li>• A passion for standards and cleanliness</li><li>• Demonstrate a working understanding and application of inclusion, equality and anti - discrimination, safeguarding and best practice</li></ul>	
<b>b) Behaviours</b>	
<ul style="list-style-type: none"><li>• Problem solving</li><li>• Teamwork</li><li>• Communication and influencing</li><li>• Customer excellence</li><li>• Leadership</li><li>• Delivery</li><li>• Developing Self and others</li></ul>	

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.