



WILTSHIRE FA – FACILITY ASSISTANT

Job Title:	Facility Assistant		
Reports To:	Facility Manager	Jobs Reporting into the Job Holder:	N/A
Location	Office based with some occasional home working. The office is Green Lane Playing Fields, Green Lane, Devizes, SN10 5EP.	Working hours	35-hours per week, including some evenings and weekends.
Contract type	Permanent	Enhanced DBS required	Yes
1. Job Purpose			
<ul style="list-style-type: none">• To support the delivery of the Wiltshire FA Strategy• To assist in the running of the Wiltshire FA Green Lane Football Facility• Maximise participation and revenue of the Wiltshire FA Green Lane Facility whilst showcasing the services of Wiltshire FA• Provide a customer centric approach and ensure brand standards are maintained to an exceptional level. <p>Contribute to the effective implementation of The FAs Safeguarding Operating Standard for County Football Associations.</p>			
2. Principal Accountabilities/Responsibilities			
Operational <ul style="list-style-type: none">• Act as first contact for all facility visitors, dealing with personal and telephone bookings and enquiries. Relaying messages where applicable.• Manage and oversee the user database and bookings system to allocate pitch usage appropriately, ensuring the correct application of the pricing policy.• Cash handling, including daily and weekly cash reconciliation.• Ensure the smooth running of the facility during opening hours.• Assist the Facilities Manager as required in the marketing of the facilities to help promote user growth.• Set up and take down of equipment as required.• Provide first-aid cover and ensuring that the appropriate documentation is completed.• Carry out routine building checks and completion of relevant documentation.			



- Assist the facility manager on catering, food hygiene and ensuring that processes are followed in line with the required standard.
- Carry out general cleaning duties of the facility, including changing rooms, toilets, reception, and external areas to ensure the facilities is maintained to a high standard.
- Assist the facility manager to ensure that the facility meets health and safety & fire safety legislations, following the requirements to complete checks inline with the schedule.
- Work alongside the Football Development Team to maximise usage of the 3G pitch including leading on and scheduling events such as the annual Green Lane youth football festival/tournament.
- Able to set up and set down the building including a secure lock up and open which includes being issued with a set of keys.
- Attend and maintain any relevant training/qualifications as requested by Wiltshire FA.
- Work and adhere to all policies and procedures relating to the facilities operation.
- Work as part of a team to ensure the upkeep and preparation of the artificial playing surface (3G) and all grass pitches, as well as completing relevant Grounds Maintenance Association training to be able to complete regular grounds checks.
- Execute all tasks required to meet the Wiltshire FAs changing priorities.

Customer Experience

- Drive passion for the overall standards and appearance of the facilities at all times.
- Be an advocate of the Wiltshire County FA, 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.

Safeguarding

Contribute to ensuring that safeguarding is embedded throughout the Green Lane facility.

Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within the facility.

Collaborate with the Designated Safeguarding Officer to ensure the activity of under-18s is managed effectively and safeguarding requirements are met by clubs, leagues, coaches, and referees who use Green Lane.



3. Person Specification	
a) Knowledge/Experience/Technical Skills/Behaviours	
Essential:- <ul style="list-style-type: none">• Appropriate Sport/Leisure qualification/background.• Ability to proactively work with internal and external partners.• Experience within a customer facing environment.• Strong interpersonal and relationship management skills.• Experience of using Microsoft Office, Word, Excel, PowerPoint, and email.• Demonstrate a working understanding and application of inclusion, equality, and anti - discrimination, safeguarding and best practice.• Outstanding communication skills.• Excellent problem solving and decision-making skills.• An understanding of good planning and project management.	Desirable:- <ul style="list-style-type: none">• Knowledge of the grassroots football infrastructure.• Knowledge of The FA National Game Strategy.• Grounds maintenance experience.• Experience following processes relating to food safety.• Experience of financial process.
Company Values	
<ul style="list-style-type: none">• Problem solving• Teamwork• Customer excellence• Self-development	<ul style="list-style-type: none">• We Act with integrity.• We are stronger together.• We are respectful.• We strive for excellence.

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.