



WILTSHIRE FA - FACILITY OFFICER

Job Title:	Facility Officer		
Reports To:	Centre Manager	Jobs Reporting into the Job Holder:	N/A
1. Job Purpose			
<ul style="list-style-type: none">• To support the delivery of the Wiltshire FA Strategy• To successfully assist in the running of the facilities at Wiltshire FA• Maximise the usage of the facilities whilst showcasing the services of Wiltshire FA			
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 and changing room usage and ensure appropriate application of the pricing policy.• Cash handling, security of money, completion of cash up sheets and preparing money for banking.• Ensure the smooth running of the facility during its 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.• Ensure the safety and behaviour of users is controlled to prevent injury, misuse and damage to the facilities.• Provide first-aid cover and ensuring that the appropriate documentation is completed.• Carry out routine building checks and completion of relevant documentation.• Assist with secondary sale opportunities			



- 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.
- Ensure the facility meets health and safety legislations.
- Undertake all tasks according to the Health and Safety guidelines.
- Work alongside the Football Development Team to maximise usage of the 3G pitch
- Site Security including opening/closing the facility and issue of keys.
- Ensure appropriate uniform is worn at all times.
- 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.
- Any other duties as directed by the Centre Manager

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



3. Person Specification	
a) Knowledge/Experience/Technical Skills/Behaviours	
<p style="text-align: center;">Essential:-</p> <ul style="list-style-type: none">• Appropriate Sport/Leisure Qualification/background• First Aid Qualification or Willingness to obtain one• 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, 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	<p style="text-align: center;">Desirable:-</p> <ul style="list-style-type: none">• Knowledge of the grassroots football infrastructure• Knowledge of partner organisations within the Devizes locality• Knowledge of Wiltshire FA values• Knowledge of The FA National Game Strategy
b) Behaviours	
<ul style="list-style-type: none">• Problem solving• Teamwork• Confidence• Customer excellence• Good communication• Delivery	<ul style="list-style-type: none">• 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.