



**JOIN OUR TEAM**  
**FACILITY**  
**ASSISTANT**  
**APPLICATION PACK**





## AN INTRODUCTION TO WILTSHIRE FA

Wiltshire FA is the not-for-profit, governing body of football in Wiltshire. With over 1000 teams and more than 21,000 players of all ages and abilities playing in the County, Wiltshire FA is proud to support football For All.

We offer administration and support to players, clubs, and leagues to ensure our game is positive and inclusive. We believe our game should be played with RESPECT.

We offer professional training to enhance the skills of the football workforce and develop the next generation of coaches, referees, medics, and administrators.

We deliver programmes and support facilities to inspire people to take part in football making sure there are enjoyable and accessible opportunities For All.

## ABOUT THE ROLE OF FACILITY ASSISTANT

Wiltshire FA is looking to recruit a dynamic individual to support the day-to-day operation of their headquarters at Green Lane in Devizes. The Facility Assistant is responsible for supporting the Facility Manager in the successful running of the sports facilities at Green Lane. The facility has meeting rooms, grass pitches and a 3G Football Turf Pitch.

The position reports in main directly to the Facility Manager with some instruction from the remaining senior management team and supports some roles within the responsibility of the Football Development Manager and will function to drive customer engagement through successful management of all aspects of the Company Headquarters, ensuring the safe and cost-effective operation of the venue. For more information about Green Lane please visit [www.WiltshireFA.com](http://www.WiltshireFA.com)

## WHAT ROLES ARE WE LOOKING TO FILL?

Working on a 0-hour contract covering events, full time staff's illness, staff absences and a regular shift once per week. Please note that this mainly includes evening and weekend work.

Full on the job training is provided by an already established Facilities Team.

## HOW DO I APPLY?

If you are interested and would like to be considered, please complete the application form, and return it by email.

- 1.) Review the role description provided with this application pack and ensure you have both the resource and skill set available to conduct the role.
- 2.) Complete the application form and ensure that the application form is returned no later than the closing date stated on the job advert **with an accompanying CV.**
- 3.) Return the valid documents to David Ridley on [David.Ridley@wiltshirefa.com](mailto:David.Ridley@wiltshirefa.com) or send via post to **'David Ridley, Green Lane Playing Fields, Green Lane, Devizes, SN10 5EP'**

Any applications which are either not valid at the deadline or received following the deadline will not be accepted.

Those applicants that have been shortlisted for interview will be notified by email. We will not be notifying unsuccessful candidates, so if you have not received communications from us by said date and time then please assume you have been unsuccessful.

Interviews will take place at Wiltshire FA, Green Lane Playing Fields, Green Lane, Devizes, SN10 5EP.

- 4.) This role is an ongoing recruitment, and a closing date has not been set. Wiltshire FA have the right to remove this job advertisement at any time.



# PERSONAL SPECIFICATION

## FACILITY ASSISTANT (PART TIME)

<b>Job Title:</b>	Facility Assistant (Part Time)
<b>Reports To:</b>	Facility Manager
<b>Location</b>	Green Lane Playing Fields, Green Lane, Devizes, SN10 5EP.
<b>Working hours</b>	Working on a 0-hour contract covering events, full time staff's illness, staff absences and a regular shift once per week. Please note that this mainly includes evening and weekend work.
<b>Salary</b>	£10.50 per hour (up to 20 years) £11.50 per hour (21 years and over)

### 1. Job Purpose

- To be a part of the facility team and maintain the standards of operations in the absence of full-time staff or when supporting events.
- To support the delivery of the Wiltshire FA Strategy.

### 2. Principal Accountabilities/Responsibilities

#### Operational

- Act as first contact for all facility visitors, dealing with enquiries. Relaying messages where applicable.
- 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.
- 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.
- Undertake all tasks according to the Health and Safety guidelines.
- Site Security including opening/closing the facility and issue 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.
- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk within the facility.
- Able to have a confident understanding of: fire safety and evacuation process, emergency action plans and how to respond to the requirements of having emergency services on site.

#### Customer Experience

- Drive passion for the overall standards and appearance of the facilities always.
- Deliver great first impressions and consistently deliver excellent customer service.
- Be able to handle complaints and resolve small conflict.



## PERSONAL SPECIFICATION

WCFA is committed to safeguarding children and adults at risk. Due to the nature of this role, the successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process. Wiltshire FA is committed to equality of opportunity and welcomes applications from all sections of the community.

Knowledge/Experience/Technical Skills/Behaviours	
<p style="text-align: center;"><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• First Aid Qualification or willingness to obtain one.</li> <li>• Safeguarding qualification or the willingness to obtain one.</li> <li>• Ability to proactively work with internal and external partners.</li> <li>• Experience within a customer facing environment.</li> <li>• Willing to work at peak times including evenings and weekends.</li> <li>• A passion for standards and cleanliness.</li> </ul>	<p style="text-align: center;"><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Holder of the FA Safeguarding qualifications which may include safeguarding Children, Safeguarding for Committee members.</li> <li>• Health and safety or fire safety qualification or relevant experience.</li> <li>• Food Hygiene Qualification or relevant experience.</li> <li>• Knowledge of Wiltshire FA values</li> <li>• Knowledge of The FA National Game Strategy</li> <li>• Appropriate Sport/Leisure Qualification/background</li> </ul>
Behaviours	
<ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Teamwork</li> <li>• Confidence</li> <li>• Customer excellence</li> <li>• Good communication</li> <li>• Accountability</li> </ul>	<ul style="list-style-type: none"> <li>• Developing Self</li> <li>• Creativity</li> <li>• Conflict Management</li> <li>• Inclusive</li> <li>• Initiative</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.

## HOW CAN I FIND OUT FURTHER INFORMATION?

Should you wish to find out more about the role and the opportunity then please contact David Ridley via email on [David.Ridley@WiltshireFA.com](mailto:David.Ridley@WiltshireFA.com) or via phone 07342 680895.

## IS THERE ANYTHING ELSE I NEED TO KNOW?

*WCFA is committed to safeguarding children and adults at risk. Due to the nature of this role, the successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process.*

The successful applicant will be required to have a full driving license and access to a vehicle.

Wiltshire FA is committed to equality of opportunity and welcomes applications from all sections of the community.