**WILTSHIRE FA – CASUAL ASSISTANT**

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| **Job Title:** | **Casual Assistant** | | | |
| **Reports To:** | **Centre Manager** | **Jobs Reporting into the Job Holder:** | | **N/A** |
| 1. **Job Purpose** | | | | |
| * 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 | | | | |
| 1. **Principal Accountabilities/Responsibilities** | | | | |
| **Operational**   * 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. * Ensure the smooth running of the facility during its opening hours. * Assist the Facilities Manager/Facility as required in the operations of major events. * 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. * 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 and Facility Assistant   **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 * Organised working in a methodical manner | | | | |
| 1. **Person Specification** | | | | |
| 1. **Knowledge/Experience/Technical Skills/Behaviours** | | | | |
| **Essential:-**   * 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 * Willing to work at peak times including evenings and weekends * A passion for standards and cleanliness | | | **Desirable:-**   * Knowledge of the grassroots football infrastructure * Knowledge of partner organisations within the Devizes locality * Experience of using Microsoft Office, Word, Excel, PowerPoint, internet and email * Demonstrate a working understanding and application of inclusion, equality and anti - discrimination, safeguarding and best practice | |
| **b) Behaviours** | | | | |
| * Problem solving * Teamwork * Customer excellence * Good communication * Delivery | | |  | |

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.