**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**
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| * 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
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| 1. **Principal Accountabilities/Responsibilities**
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| **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
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| 1. **Person Specification**
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| 1. **Knowledge/Experience/Technical Skills/Behaviours**
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| **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
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| **b) Behaviours**  |
| * Problem solving
* Teamwork
* Customer excellence
* Good communication
* Delivery
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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.