



Job Description: Site Supervisor

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| Role | Site Supervisor |
| Contract Type | Permanent |
| Hours per week | Full Time/Shift Work (35 Hours Per Week) |
| Starting Salary | £18,500 per annum |
| Location | The County Ground, Letchworth |
| Reports to | Senior Site Manager |

Role purpose:

The Site Supervisor is responsible for management of the Café, Community Football Centre, and Headquarters at The County Ground, Letchworth. The aim would be to provide a high-quality facility and service to our customers, a cost-effective operation of the venue whilst ensuring the safety of all visitors, users and customers of our facility with safeguarding them being of paramount consideration.

The successful candidate needs to possess excellent customer service and be able to always put the needs of our customers first. Having an understanding of how the facility operates would also be helpful. The job-holder will be responsible for supervising the daily operation of the facility and working in the café and assisting with the changeover on the artificial pitch. Highly committed to Customer Excellence with Safeguarding being of the highest consideration in how we operate and ensuring best practice is being carried out at the Community Football Centre at all times.

Key Accountabilities and Responsibilities:

Operational

- Coordinate and prepare all facility requirements to ensure an outstanding customer experience
- Support the Senior Site Manager to ensure the facility is fully operational and completes inspections to identify areas of repair and/or improvement
- Manage the 3G, HQ and building maintenance programmes ensuring the facilities are maintained to a high standard
- Procurement and responsibility for arranging appropriate suppliers to undertake duties as identified by the Senior Site Manager

- Assist in the recruitment, training and personal development of casual staff
- Work with casual staff on a day to day basis to deliver excellent customer service from the server and for all functions/events
- Engage with our customers regularly, obtaining feedback and building a rapport with the regular users of the facility
- Be accountable for other support services such as waste disposal, vending and parking
- Responsible for staff management including daily management, staff rotas and shift cover for casual staff in conjunction with the Senior Site Manager
- Responsible for the opening and closing of the facility
- Any other tasks as designated from time to time by the Senior Site Manager

Customer Experience

- Drive passion for the overall standards and appearance of the facility
- Be an advocate of the brand, by compliance with policies, procedures and brand standards
- Engage with the customers, obtaining feedback of the facility and their experience
- Work with the casual staff to deliver great first impressions and customer journey expectations
- Providing a high level of customer excellence for all visitors to our facility

People

- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting
- Work closely with our regular users to ensure a positive environment when using the Community Football Centre

Experience:

| Essential | Desirable |
|---|--|
| <ul style="list-style-type: none">• Strong interpersonal and relationship skills• Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation• An ability to engage with both the paid and volunteer workforce• Must be able to work at peak times including evenings and weekends• The personality to create a productive, dynamic and vibrant environment for staff and users.• Demonstrate a working understanding and application of inclusion, equality and anti-discrimination, safeguarding and best practice• Be able to work in a team and assign shift patterns• Provide a high level of customer service | <ul style="list-style-type: none">• Experience of managing casual rota staff• Qualified First Aid at work• Experience in a football setting• Experience working in a bar/café/supermarket environment• Experience in Food Management• Driving License |

The successful candidate must be able to demonstrate a commitment to our core values as an organisation, which are:

- Trust
- Respect
- Teamwork
- Efficiency
- Honesty

Further information:

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive. The responsibilities, skills, experience and behaviours might differ from those outlined and other duties, as assigned, might be part of the job.

Safeguarding is at the heart of how we operate and ensuring we consistently exceed the standards that are required, the appointed individual will be required to complete the relevant Safeguarding qualifications and training in order to perform this role.

Equality and diversity monitoring

We would appreciate if you could complete Hertfordshire FA's [Diversity Monitoring Form](#) along with your application.

Completion of this form is entirely optional, however it does provide the Association with the opportunity to track the breadth and depth of the applications from different parts of the community. This should be filled in anonymously and sent back to us separately. They will be collated only for the purpose of monitoring diversity and will not be used to identify individuals.