



Middlesex Community Football Centres Limited Job Description and Person Specification

Job title	Facility Maintenance Manager
Reports to	Centre Manager

Job purpose(s)	
<ul style="list-style-type: none">To work alongside the Centre Manger to deliver the successful management of the Company Headquarters at Rectory Park, including 2 x 3G Artificial Pitches, changing rooms and Community Space.To perform daily facility operations responsibilities to assist the Centre Manager and Chief Executive Officer.To assist with maintaining a safe and enjoyable facility environment.To provide excellent customer service and support to all visitors of Rectory Park and Middlesex FA.To implement the facilities Health & Safety action plan.To support delivery of the Rectory Park Business Strategy.To contribute to the effective implementation of The FA's Safeguarding Operating Standard.	
Direct reports	N/A

Location	Rectory Park Football Centre, Ruislip Road, Northolt, UB5 5FA
Working hours	Part Time - 21 hours per week
Contract type	Permanent
Starting salary	£25,000 pro rata

Responsibilities	
<ul style="list-style-type: none">Ensure the facility is fully operational and complete daily inspections to identify areas of repair and/or improvement.Manage the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard.Use the current machinery to brush and maintain the 3G pitches.Carry out maintenance reporting, planning and execution.Product and equipment procurement, stock and waste management.Coordinate and prepare all facility requirements to ensure an outstanding customer experience.Assist in the recruitment, training and personal development of Facility Attendants.Support the Centre Manager with staff management including daily management, staff rotas and shift cover, when required.Oversee support services including but not limited to, waste disposal, vending and car parking.Engage with our customers to provide an outstanding level of customer service.Responsible for the opening and closing of the facility.Drive passion for the overall standards and appearance of the facility at all times.Be an advocate of the brand, by compliance with policies, procedures and brand standards.Support the Centre Manager to ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement.Provide support to the Centre Manager to ensure the timely and efficient discharging of their duties.Contribute to ensuring that safeguarding and equality are embedded throughout Rectory Park and grassroots football.Execute tasks as required to meet Rectory Parks changing priorities	



Person specification	
Skills and Experience	
<p>Essential</p> <ul style="list-style-type: none"> • Strong interpersonal and relationship skills. • Health and Safety experience and knowledge of Risk Assessments. • 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. • Good time management and prioritisation skills. • Exceptional customer service. • Having previously worked in a customer led environment. • Ability to work independently and as part of a team. • The personality to create a productive, dynamic and vibrant environment for staff and users. • Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding. • Diplomacy and ability to deal with confidential information. 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience in facility / operational maintenance and/or management. • Experience in a football setting/football knowledge. • Qualified First Aid at work. • Experience in food management/hygiene. • Understanding of working with volunteers. • Presentation skills. • Proficient Report writing. • Ability to complete Risk Assessments.
Enhanced DBS Check required	Yes
Clean, full driving licence?	Yes

The job holder will be expected to understand and work in accordance with the values and behaviours described below	
FA value	Behaviours
COMMITTED	We are committed to doing the right thing. Governing the game in a way that's fair to all and treats everyone the same regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.
CREATIVE	We are creative. Adopting creative solutions to ensure we stay ahead of the game and meet the needs of our football community. We will focus on the future and learn from the past.
COLLABORATIVE	We are collaborative. We will engage with local and national partners to offer benefits to our football community. We will collaborate with our clubs, leagues, referees, players, coaches and volunteers to ensure we are meeting their needs and listening to their feedback. We will collaborate with each other to share knowledge, provide feedback and work as a team to meet our common goal.
CONNECTED	To be connected. We are connected to the community we serve, implementing a customer-focused approach that puts the participant at the heart of what we do.



Benefits of working at Middlesex FA

- Workplace pension scheme
- A day off on your birthday
- Access to the cycle to work scheme
- Free Nike Staff Uniform every year
- Employee Assistance Programme
- Access to FA Cup Final Tickets and England Tickets at Wembley
- Opportunity to be part of the Health and Wellbeing Group (This group supports all staff on a range of topics such as fundraising for our Charity Partner, Health and Fitness, Wellbeing Workshops, Staff Socials and much more)
- 2 Volunteering days a year (to take place in Middlesex)
- Personal Development Budgets
- Professional Development Plan
- 20 days annual leave as standard
- Additional Days leave after 5 years' service
- 15% Staff Discount at Rectory Park

Job description reviewed and modified by:	Natasha Cameron, Centre Manager
Date job description reviewed and modified:	23/01/2024
Job description authorised by:	Kayleigh Saunders, Chief Executive

How to apply	Submit your CV and Cover Letter to rectorypark@middlesexfa.com
Deadline for applications:	Sunday 18 th February 2024
Interview Date:	TBC

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.