



**Northumberland FA
Recruitment Pack
Duty Manager**



WELCOME TO NORTHUMBERLAND FA

ABOUT US

Northumberland FA is part of The FA's national network of County Football Associations. County FA's support, develop, and govern grassroots football in their regions. Northumberland FA's region includes three Local Authority areas; Newcastle upon Tyne, North Tyneside, and Northumberland.

Northumberland FA is a registered charity and is funded through both The FA and its own commercial activity.

Northumberland FA aims to achieve its vision by supporting the provision of, fun, safe, and inclusive football environments for all. We believe in our people and strive to create a team who share our values.

This is an incredibly exciting time to join us as we prepare to move into our brand new £4 million Head Quarters, and we look forward to hearing from you. Read more about our new HQ development [here](#).

OUR APPROACH TO RECRUITMENT

At Northumberland FA, we are committed to equality and to ensuring opportunities for all. This commitment extends to our recruitment processes. For this reason, we;

- Operate a 'blind' recruitment process.
- Are flexible with interview times.
- Are a Disability Confident employer.
- Are fully transparent - this means we'll always advertise the salary for the role so there aren't any surprises.

We aim to be flexible in our approach, and this extends to considering flexible working options including job shares.

We want to ensure our recruitment process is as fair as possible and doesn't exclude anyone from joining us in our mission to ensure that football truly is for all.



WORKING WITH US

KEY ACHIEVEMENTS



2023 North East Chamber of Commerce: Business of the Year



100% Employee Satisfaction Rating in 2022 from the annual FA State of Play Survey, compared with a 77% average across all other County FA's.



Northumberland FA were one of the first 10 County FA's to achieve The FA's Code of Governance.



NSPCC Safeguarding Compliant to the highest possible standard.



2023 North East Chamber of Commerce: Diversity & Inclusion Award



2022 FA Recognition Awards: Coach Development Programme of the Year.

BENEFITS OF WORKING AT NORTHUMBERLAND FA



Hybrid working policy with a minimum of 1 day working from home a week.



23 Days annual leave.
Flexible Working and TOIL Policy.



4 weeks Sickness Pay over a 12 month period.



Additional paid leave at Christmas supplementing holiday entitlement.



Maternity & Paternity pay policies and time off for medical appointments.



Access to FA Cup Final, England internationals & Newcastle United Premier League tickets



Contributory pension scheme through NEST Pensions.



Nike staff kit provided



Living Wage Employer



All Bank holidays off & additional annual leave for long-service.



ABOUT OUR TEAM

Dean Buckle, Head of Compliance & Inclusion

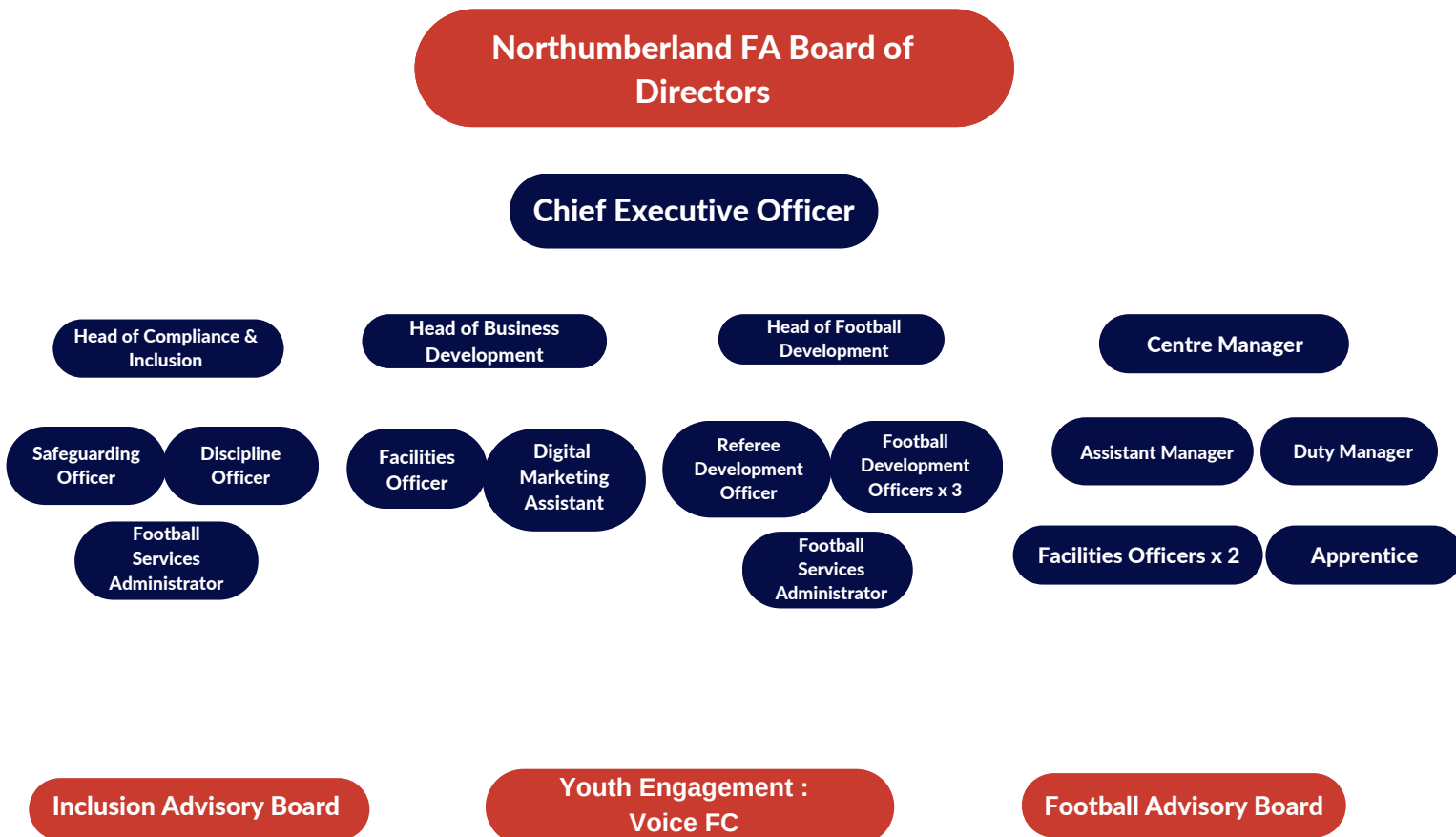
“Working for Northumberland FA is fantastic. My role is challenging, but hugely rewarding. There are so many benefits to working here and we invest hugely in our people. I genuinely love my job and the people I work with; how many people can honestly say that?”

Jessica Kerr, Digital Marketing Assistant

“I started working here 12 months ago and it’s been a great experience. Everyone is really supportive and encouraging.

“I have learnt some valuable skills from my colleagues and the flexibility and understanding of the team makes for an excellent work-life balance. “

Team Structure





ABOUT OUR TEAM

TEAM NFA CRITERIA

To be successful at Northumberland FA, there are some Key skills, values and attributes that are hugely important to us and will help you to be successful in your role.

We'd love to hear from you if you;

- Are positive
- Are a self-starter
- Love being part of a team
- Genuinely care about the community
- Are solutions focussed
- Really care about making a positive difference to people, especially children and young adults.
- Feel comfortable talking to a wide range of people from different demographics.

HOW TO APPLY

Equality and Diversity:

Northumberland FA promotes inclusion and diversity and welcomes applications from everyone. If you have any requirements in relation to the recruitment or interview process, please include details on the application form.

About the application and selection process:

- Complete the Application Form [here](#) and Equality and Diversity Monitoring Form [here](#) no later than 17:00 on Monday 9 September 2024. Applications received after deadline will only be considered in exceptional circumstances e.g. proof of posting indicates undue delay through no fault of the applicant.
- Receipt of applications will not be acknowledged.
- Shortlisted applicants will be contacted by 5pm on Thursday 12 September 2024 to arrange a mutually convenient interview time.
- Interviews will be held on either Tuesday 17 September or Wednesday 18 September 2024; we will attempt to accommodate any requests.

Contact:

If you have any questions about the role, please contact Hamzah Dhalech, (Centre Manager) for an informal discussion on [07856 906634](tel:07856906634) or email Hamzah.Dhalech@northumberlandfa.com



ROLE PROFILE

Duty Manager

Job Title	Duty Manager
Location	St Peter's Sports Hub, St. Peters Road, Wallsend, NE28 7BF
Contract Type	Permanent
Hours	24 hours per week including evening and weekend work.
Salary	£25,000 pro rata per annum
Reports To	Centre Manager

Job Purpose:

- Always drive the professional delivery of excellent customer service.
- Delivering the safe and cost-effective operation of St Peter's Sports Hub.
- Training, coaching, and developing team members.
- Ensure company and brand standards are maintained as well as adhering to H&S guidelines.
- Management of bookings calendar and logistics for use both inside the building and across our pitches
- Assume the duties for the centre manager when they are on annual leave or away from the business..

Management of:

- Day to day management of centre co-ordinators and casual staff.



ROLE PROFILE

Responsibilities:

- Responsible for ensuring the business operates efficiently and effectively on a day to day basis.
- Operate as part of the St Peter's Hub Management Team.
- Ensure safeguarding remains at the forefront.
- Proactive and determined to help St Peter's Sports Hub grow and improve in the future.
- Drive Key Performance Indicators and achieve targets set out by the Centre Manager.
- Support other team members to achieve Key Performance Indicators and progress as individuals.
- Lead and manage individual shifts ensuring the smooth running of the facility.
- Leads by example on shift and willing to take on the generic roles of facility staff as and when necessary.
- Confident picking up trends and demands of the business, able to present insight and ideas to the Centre Manager as well as within team meetings.
- Assist in the recruitment, training and personal development of facility team.

Operational :

- Assist on the communication with all customers relating to facility hire agreements.
- Drive Key Performance Indicators to help achieve targets for pitch and room usage.
- Coordinate and prepare all facility requirements to ensure an outstanding customer experience.
- Ensure the facility complies with Health & Safety legislation through regular checks as well as ensuring risk assessments in place are being followed.
- Oversee facility booking processes and procedures to ensure business rules are applied.
- Oversee, organise, coordinate and lead on small sided league provisions alongside experienced football professionals, that will run out of St Peter's Sports Hub.

Customer Experience:

- Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice
- Work with the Duty Managers and facility staff to deliver great first impressions and positive customer journey experiences.
- Lead from the front and help maintain a clean and inviting facility for users.
- Manage the St Peter's Sports Hub inbox ensuring customers are responded to in a timely fashion.
- Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting.

Food and Beverage:

- Provide excellent customer service addressing any concerns or requests from customers promptly.
- Lead by example when setting standards of cleanliness and hygiene around the kitchen and bar areas.
- Manage the preparation of a variety of food and drinks
- Manage inventory and on site stock, restocking orders placed to meet business demands.



WHAT ARE WE LOOKING FOR?

Qualifications:

Essential:

- Educated to A level or equivalent

Desirable:

- A qualification related to leisure/management

Skills, knowledge and experience:

Essential:

- Experience in facility/operational management
- Strong interpersonal and relationship management skills
- Enjoy a customer facing role.
- Understanding and knowledge of Health and Safety requirements within a leisure facility
- Ability to lead, manage and motivate a team.
- Approachable by customers and your team
- Be able to demonstrate a high level of operational, leadership, planning, organisational, interpersonal and communication skills.
- Be a self-starter with a can-do attitude.
- Be target driven and customer service orientated.
- Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation
- Possess a dynamic, progressive attitude towards innovative practices and processes.
- Experience of ensuring compliance with processes
- The personality to create a productive, dynamic and vibrant environment for staff and users
- Enhanced DBS check will be required

Desirable:

- Experience in a football setting
- Experience of working as a duty manager
- Experience of working with partner organisations
- Qualified First Aid at work



WHAT ARE WE LOOKING FOR?

The job holder will be expected to understand and work in accordance with the values and behaviours described below:

Accountable

- Communicates consistently and effectively.
- Maintains accountability for their area of work within the business, the delivery of agreed targets and actions.
- Maintains a detailed knowledge of their area of work and seeks to understand others areas of work.

Professional

- Uses supportive body language with colleagues and customers (eye contact, open body position...)
- Demonstrates enthusiasm towards work tasks, colleagues and stakeholders
- Leads by example and sets a personal example to others at all times through their own behaviour and standards e.g. is an effective role model.

Respectful

- Maintains people's self-esteem when interacting with them;
- Avoids pre-judgment when listening to suggestions from others;
- Seizes the opportunity to apply company standards at all times.
- Demonstrates an awareness of self and how this may impact upon others.

Teamwork

- Positively shares and receives ideas;
- Identifies who they need to collaborate with to ensure success;
- Initiates and sets up opportunities to collaborate widely;
- Proactively steps in and shows support for colleagues.



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