



NFA | ST PETER'S
SPORTS HUB



**NORTHUMBERLAND FA
FACILITY OFFICER
RECRUITMENT PACK**



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 Headquarters off the Coast Road at Wallsend, 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 'anonymous' 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



4 weeks Sickness Pay over a 12 month period.



23 Days annual leave.
Flexible Working and TOIL Policy.
(pro-rata)



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 or in lieu & additional annual leave for long-service.



ABOUT OUR TEAM

Lewis White, Football Services Administrator

“Joining Northumberland FA has been an incredible journey. My role keeps me motivated and engaged, with opportunities to grow both personally and professionally. The supportive culture here makes every challenge feel achievable.

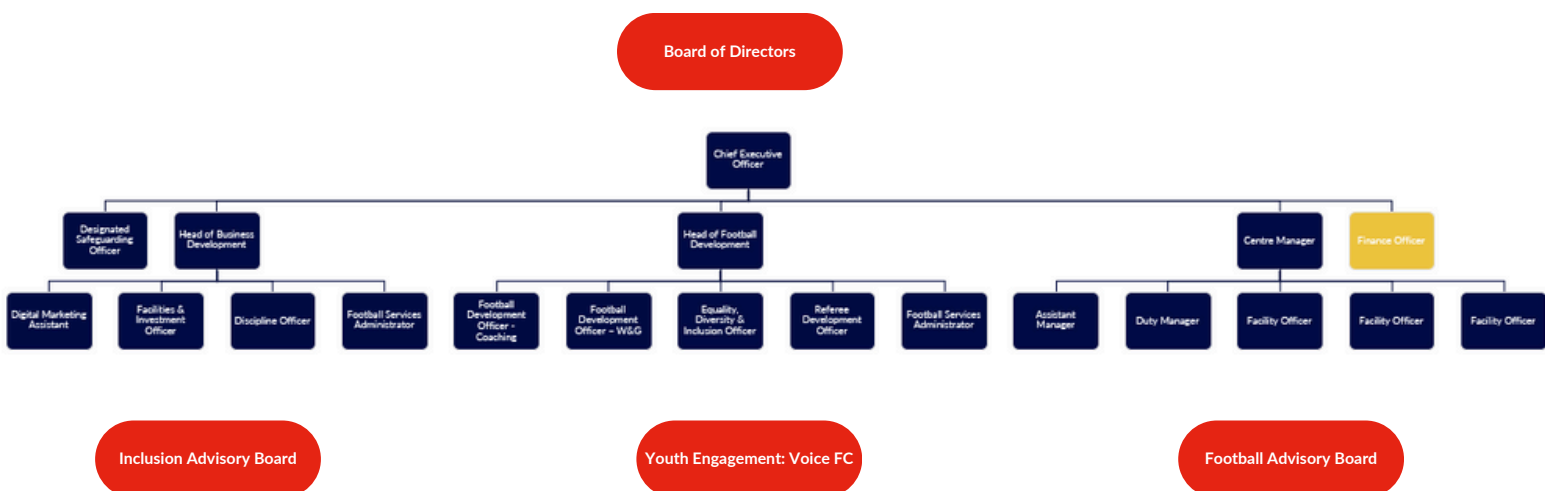
“I’m constantly inspired by the passion and dedication of my colleagues. The balance between meaningful work and a great environment makes this a place where you genuinely look forward to coming in every day.”

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 Wednesday 9th April 2025. 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 Friday 11th April 2025 to arrange a mutually convenient interview time.

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

Job Title
Location
Contract Type
Hours
Salary
Reports To

Facility Officer
St Peter's Sports Hub, St. Peters Road, Wallsend, NE28 7BF and other locations as required

Permanent

Part-time including evening and weekend work. (24 hours/per week)

£12.21 per hour

Centre Manager





ROLE PROFILE

Responsibilities:

- Interact with guests ensuring they have a memorable and enjoyable experience
- Proactive and determined to help St Peter's Sports Hub grow and improve.
- Ensure safeguarding remains at the forefront of everything we do.
- Support the management team to achieve Key Performance Indicators for St Peter's Sports Hub.
- Leads by example on shift and willing to take on additional responsibilities.
- Helping to maintain the upkeep of St Peter's Sports with general maintenance and cleaning.

Operational:

- Coordinate and prepare all facility requirements to ensure an outstanding customer experience.
- Efficient set up and clear down of equipment
- Ensure the facility complies with Health & Safety legislation through regular checks as well as ensuring risk assessments in place are being followed.
- Day to day management of facility booking processes and procedures to ensure there are no issues
- 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:

- Greet visitors with an open approach and maintain a positive attitude at all times.
- Drive passion for the overall standards and appearance of the facility at all times
- Be an advocate of the brand, by complying with policies, procedures and brand standards
- Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice
- Aim to deliver a great first impression as well as a positive customer journey.
- Be a driver in maintaining a clean and inviting facility for users.
- Provide customers with information about the facility, services and events using different methods of communication.

Food and Beverage:

- Provide excellent customer service addressing any concerns or requests from customers promptly.
- Maintaining a high standard of cleanliness and hygiene around the kitchen and bar areas.
- Assist in the preparation of a variety of food and drinks



WHAT ARE WE LOOKING FOR?

Qualifications:

Essential:

- Educated to GCSE level or equivalent

Desirable:

- A qualification related to leisure operation.

Skills, knowledge and experience:

Essential:

- Experience in facility operations.
- Experience within a customer service and hospitality setting.
- Strong interpersonal and relationship skills .
- Enjoy a customer facing role.
- Ability to work independently as well as within a team.
- Approachable by customers and other team members.
- Be a self-starter with a can-do attitude.
- Be customer service orientated.
- Working experience using Microsoft Office and the ability to adapt to using modern technology.
- Possess a dynamic, progressive attitude towards innovative practices and processes.

Desirable:

- Experience with building and ground maintenance
- Experience in a football setting
- Qualified First Aid at work

An Enhanced DBS check will be required for this role.



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.



 @NORTHUMFA

 @NORTHUMBERLANDFA

 @NORTHUMFA

