

## Facilities Duty Manager Role Profile

<b>Job Title:</b>	<b>Facilities Duty Manager</b>		
<b>Reports To:</b>	<b>Head of Operations</b>	<b>Jobs Reporting into the Job Holder:</b>	
<b>1. Job Purpose</b>			
<ul style="list-style-type: none"> <li>• To support the delivery of the Surrey County FA Strategy</li> <li>• To successfully assist in the running of the facilities* of the Surrey County FA</li> <li>• Maximise the usage of the facilities whilst showcasing the services of Surrey County FA and meeting the requirements of Sport England and Mole Valley District Council.</li> <li>• To contribute to the effective implementation of The FA’s Safeguarding Operating Standard for County FAs.</li> <li>• To support the adoption of FA technology systems across grassroots football.</li> <li>• To comply with FA safeguarding, rules, regulations, policies, procedures and guidance that are in place from time to time.</li> </ul> <p>*Facilities include the 3G Artificial pitch, changing rooms, office and meeting rooms</p>			
<b>2. Principal Accountabilities/Responsibilities</b>			
<p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• Ensure the smooth running of the facility during its opening hours</li> <li>• Act as first contact for all facility visitors, dealing with all bookings and enquiries. Relaying messages where applicable</li> <li>• Manage and oversee the bookings system and allocate pitch and changing room usage</li> <li>• Manage the 3G and building maintenance programmes ensuring the facilities are maintained to a high standard</li> <li>• Set up and take down of equipment as required</li> <li>• Responsible for opening/closing the facility</li> <li>• Arranging appropriate suppliers to undertake duties as identified by the Operations Manager</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Support Head of Operations by annually reviewing Operations Manual and carrying out Risk Assessments</li> <li>• Ensure the facility meets Health &amp; Safety Legislation</li> <li>• Ensure the safety and behaviour of users</li> <li>• Provide first-aid cover</li> </ul> <p><b>Customer Experience</b></p>			

- Deliver great first impressions and consistently deliver excellent customer service
- Maintain outstanding standards of cleanliness throughout the centre
- Providing polite and friendly service to all our visitors
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#### **Key partners relationships**

- Work with Operations Manager to build relationships with Customers
- Work with Operations Manager to build relationships for key Suppliers
- Work with Operations Manager to ensure that Neighbours and the local community relationships are maintained

#### **Safeguarding**

- Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk using Meadowbank
- Ensure contract agreements are in place with all contractors (facility hire, consultants etc.) and that these outline the requisite safeguarding responsibilities and accountabilities for all parties
- Contribute to ensuring that safeguarding and equality are embedded throughout the Surrey FA and grassroots football

### **3. Person Specification**

#### **a) About you**

- Are you polite, friendly and patient when communicating with others?
- Are you willing to undertake an enhanced DBS check?
- Are you committed to delivering high quality customer service?
- Are you willing to complete daily cleaning tasks to maintain consistently high standards?
- Are you willing to undertake full training for this role?
- Are you flexible and committed to working as part of a high-performing team?
- Are you available to work evenings and weekends?
- Do you have experience in hospitality?
- Have you worked in sports or a facility before?

#### **b) Desired Behaviours**

- Problem solving

- Teamwork
- Confidence
- Customer excellence
- Good communication
- Proactive
- Enthusiastic

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.