



ROLE: FACILITY COORDINATOR
TERM: FULL TIME
HOURS: 35-HOURS PER WEEK

PLEASE NOTE THAT THIS INCLUDES EVENING AND WEEKEND WORK

**SALARY:** UP TO £24,000, DEPENDING ON EXPERIENCE **LOCATION:** GREEN LANE PLAYING FIELDS, DEVIZES

### AN INTRODUCTION TO WILTSHIRE FA

Wiltshire FA is the not-for-profit, governing body of football in Wiltshire. With over 1000 teams and more than 21,000 players of all ages and abilities playing in the County, Wiltshire FA is proud to support football For All.

We offer administration and support to players, clubs, and leagues to ensure our game is positive and inclusive.

We believe our game should be played with RESPECT. We deliver programmes and support facilities to inspire people to take part in football making sure there are enjoyable and accessible opportunities For All.

### ABOUT THE ROLE OF FACILITY COORDINATOR

Wiltshire FA is looking to recruit a dynamic individual to support the day-to-day operation and development of the headquarters at Green Lane in Devizes. The Facility Coordinator is responsible for supporting the Facility Manager in the successful running of the facilities at Green Lane, assets that include: meeting rooms, grass pitches, and a 3G Football Turf Pitch.

This role is a unique opportunity to start a career with an established County FA affiliated to the Football Association.

The role offers a development pathway within the FA with opportunities to learn new skills, and establish yourself for a career in facilities, operations and sports managements. Green Lane is an innovative stand-alone site that has established itself as a professional venue at the heart of local football, currently operating as a safe and cost-effective site that also offers support through its facilities team to football grounds and venues across the county. This role is an essential part of an already established facilities team which helps shape local football and support other sites countywide within the framework.

The position reports in main directly to the Facility Manager with some instruction from the remaining senior management team. The facility manager will guide you through the relevant qualifications in (but not exempt to): Food hygiene, grounds maintenance, first aid, safeguarding, and health and safety.

No two days are the same. The main of the role will be to work closely with the Facility Manager to maintain and grow the already high standards of operating at the Green Lane Facility. This role is very 'hands on' and the successful candidate will be able to obtain industry recognised qualifications as well as experience in all areas of operations but largely focused around maintaining and improving artificial playing surfaces, grounds upkeep, food hygiene, events management/planning/delivery and health and safety – all of which are large parts of the role.

For more information about Green Lane please visit www.WiltshireFA.com

### WHAT ARE WE LOOKING FOR?

Someone who:

- Possesses an enthusiasm for customer excellence, and can create a warm and welcoming environment
- Has a drive for maximising the revenue opportunities attracting new users.
- Has a good understanding of facility operations.
- Has a good understanding of compliance especially in regard to health and safety and safeguarding.
- is commitment to improving grassroots football helping partner clubs improve and grow.
- Preferably has experience in supervising/delivering a catering operation.
- Can work under pressure, handle multiple priorities and meet deadlines.
- Can demonstrate team working skills.
- Will be able to work both unsupervised and under their own initiative.
- Can commit to working at weekends and evenings.

## WHAT ROLES ARE WE LOOKING TO FILL?

A Facility Coordinator working 35 hours per week on a rota basis which includes some evenings, and weekends.

# WHAT CAN WE CAN OFFER IN RETURN?

- Salary up to £24,000, depending on experience.
- Flexible working.
- Health Assured Scheme
- Simply Health Plan
- A commitment to learning & development where we invest in our people, offering coaching and mentoring programmes along with technical and professional development and qualifications.
- An opportunity to be part of a forward thinking, progressive business.
- The chance to work with key strategic stakeholders within both the grassroots and the professional game.
- An opportunity to be part of a not-for-profit organisation that delivers excellence in Grassroots football for it's thousands of player, coaches and volunteers.

### **TO APPLY**

If you are interested and would like to be considered, please complete the application form, and return it by email.

- 1. Review the role description provided with this application pack and ensure you have both the resources and skill set available to conduct the role.
- 2. Complete the application form and ensure that the application form is returned no later than the closing date of 11:00 pm on Sunday 4th February 2024 with an accompanying CV.
- 3. Return the valid documents to David Ridley at David.Ridley@wiltshirefa.com or send them via post to David Ridley, Green Lane Playing Fields, Green Lane, Devizes, SN10 5EP

Any applications which are either not valid at the deadline or received following the deadline will not be accepted.

Those applicants who have been shortlisted for interview will be notified by email. We will not be notifying unsuccessful candidates, so if you have not received communications from us by said date and time then please assume you have been unsuccessful.

Interviews will take place at Wiltshire FA, Green Lane Playing Fields, Green Lane, Devizes, SN10 5EP.

### **HOW CAN I FIND OUT FURTHER INFORMATION?**

Should you wish to find out more about the role and the opportunity then please contact David Ridley via email on David.Ridley@WiltshireFA.com or via phone 07342 680895.

### **IS THERE ANYTHING ELSE I NEED TO KNOW?**

WCFA is committed to safeguarding children and adults at risk. Due to the nature of this role, the successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process.

The successful applicant will be required to have a full driving license and access to a vehicle.

Wiltshire FA is committed to equality of opportunity and welcomes applications from all sections of the community.

## **PERSON SPECIFICATION**

Wiltshire FA is an equal opportunities employer and actively encourages people from diverse backgrounds to apply for roles.

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**ROLE: FACILITY COORDINATOR** 

**REPORTS TO: FACILITY MANAGER** 

**TERM:** FULL TIME

**HOURS:** 35 HOURS A WEEK, WITH EVENINGS AND WEEKEND WORK REQUIRED. GREEN LANE IS OPEN FROM 9:00 AM UNTIL 10:00 PM ON WEEKDAYS AND 9:00 AM TO 7:00 PM ON WEEKENDS. **PLEASE NOTE THAT THIS IN- CLUDES EVENING AND WEEKEND WORK** 

SALARY: UP TO £24,000, DEPENDING ON EXPERIENCE

**LOCATION:** OFFICE-BASED WITH SOME OCCASIONAL HOME WORKING. THE OFFICE IS AT GREEN LANE PLAYING FIELDS, GREEN LANE, DEVIZES, SN10 5EP

#### **JOB PURPOSE:**

#### THE SUCCESSFUL CANDIDATE WILL:

To Represent Wiltshire FA with distinction and excellent customer service.

Maximise participation and revenue of the Wiltshire FA Green Lane Facility whilst providing a customer-centric approach and ensuring that standards are maintained to an exceptional level.

Contribute to the effective implementation of The FAs Safeguarding Operating Standard for County Football Associations.

Possess an enthusiasm for customer excellence and can create a warm and welcoming environment.

Has a good understanding or is willing to learn about facility operations.

They are committed to improving themselves and the team around them.

#### PRINCIPAL ACCOUNTABILITIES/RESPONSIBILITIES:

#### **OPERATIONAL**

Act as the first contact for all facility visitors, dealing with personal and telephone bookings and inquiries. Relaying messages where applicable.

Manage and oversee the user database and bookings system to allocate pitch usage appropriately, ensuring the correct application of the pricing policy.

Cash handling, including daily and weekly cash reconciliation.

Ensure the smooth running of the facility during opening hours.

Provide first-aid cover and ensure that the appropriate documentation is completed.

Carry out routine building checks and completion of relevant documentation.

Assist the facility manager with catering, food hygiene, and ensuring that processes are followed in line with the required standard.

Carry out general cleaning duties of the facility to ensure the facilities are maintained to a high standard.

Assist the facility manager to ensure that the facility meets health and safety & fire safety legislations, following the requirements to complete checks in line with the schedule.

Work with the facility manager to maximize usage of all facilities including leading and scheduling events such as the annual Green Lane youth football festival/tournament.

Able to set up and set down the building including a secure lock up and open which includes being issued with a set of keys.

Attend and maintain any relevant training/qualifications as requested by Wiltshire FA.

Work and adhere to all policies and procedures relating to the facility's operation.

Work as part of a team to ensure the upkeep and preparation of the artificial playing surface (3G) and all grass pitches, as well as completing relevant Grounds Maintenance Association training to be able to complete regular grounds checks.

# CUSTOMER EXPERIENCE

Drive passion for the overall standards and appearance of the facilities always.

Be an advocate of the Wiltshire County FA, ensuring compliance with policies, procedures, and brand standards.

Deliver great first impressions and consistently deliver excellent customer service.

Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting, or non-sporting.

	SKILLS	KNOWLEDGE/EXPERIENCE
ESSENTIAL	Ability to plan, set, and achieve objectives to deadlines.	Excellent customer service
(REQUIRED TO FULFILL THE ROLE)	IT skills, including the use of Microsoft Office applications.	Appropriate Sport/Leisure back- ground and/or experience
	Ability to work independently and as part of a team.	An understanding of good planning and project management.
	Time management and prioritisation.	
	Problem-solving and decision-making.	
	Communication and confidence in contacting customers.	
NON-ESSENTIAL (BENEFICIAL BUT CAN BE ACCUMULATED ONCE IN THE ROLE)	Ability to use data to monitor and evaluate facility performance and trends.	Knowledge of The FA's National Game Strategy
	Innovative.	Knowledge of FA Regulations and Experience of Grassroots Football.
	Budget management	Demonstrate a working knowledge of inclusion, equality, anti-discrimi-
	Hospitality and/or Catering Experience	nation, and safeguarding.
	Driving License	Experience in project management.
		Knowledge or Experience of Finance software or booking systems.
		Knowledge and understanding of working with volunteers.