

# THE SPARTANS COMMUNITY FOOTBALL ACADEMY VACANCY - FACILITY DUTY MANAGER



**Here for good.**

## Job Description

**Key Objective:** To be responsible for the operations of The Spartans Community Football Academy facility, ensuring the health and safety of staff and customers, and guaranteeing the highest standards of customer service. This includes the supervision of staff and volunteers to enable the smooth and safe operation of the facility.

**Reporting to** Facilities Development & Maintenance Manager

**Liaises with** All SCFA Staff, Volunteers, Customers and General Public

**Salary** Dependant upon experience

## Overview

The Spartans Community Football Academy are re-defining what is possible for a football club in terms of community engagement and participation by delivering positive social impact through the power of people and sport. As a social enterprise and charity we reinvest our profits into delivering much needed youth work, education and health and well-being programmes within our local community of North Edinburgh. We aim to change lives through sport.

## Key Responsibilities

- Conduct regular facility 'walkabouts' to identify and manage any operational issues.
- Deal with payments received (pitch hire) and update necessary records accordingly.
- Be first point of contact for any customer complaints, investigate and resolve any complaints.
- Co-ordinate and manage volunteers on duty, ensuring Academy policies and procedures are being followed accurately.
- Undertake facility shutdown and lock-up duties.
- Ensure Academy policies and procedures are followed accurately.
- All health and safety and risk assessments to be adhered to at all times.
- Ensure toilets, corridors and dressing rooms are maintained and cleaned to an acceptable standard
- Report all maintenance faults and faulty equipment to the Facilities Development & Maintenance Manager within 24 hours.
- Serve/work in cafe/bar area during operational hot spots, ensuring stock levels are maintained, cafe/bar area & community clubroom kept clean and tidy.
- Provide daily handover communication to Facility Development & Maintenance Manager and Business & Operations Manager.

## Key Competencies:

- Commitment to delivering great customer service and aims to exceed customers' expectations.
- Attention to detail.
- Show initiative and is self-motivated.
- Excellent communication skills and an ability to work as part of a team.
- Display a positive can-do approach.
- Receptive and listens to others.
- Excellent problem solving skills.

## Additional useful experience or skills:

- Previous experience in a sports facility role.
- Willingness to be flexible around working times/days.
- Administrative and cash management skills.
- Full clean UK driving licence is desirable but not essential.
- IT skills including the use of MS Office and Outlook.

## Working Requirements

- 24 hours per week – 6 hours per day Monday to Thursday (4 to 10pm)
- Fixed term - 12 months

## Benefits

- Living Wage Employer
- Health Assured Employee Assistance Programme
- First Aid & Fire Safety training
- Staff uniform (Macron Kit Allowance)
- On-site parking
- Company pension scheme

**To apply, please send us a covering letter outlining why you believe you are suitable for the role and why you would like to be considered along with an up to date CV. All applications should be sent via e-mail to [info@spartanscfa.com](mailto:info@spartanscfa.com) by the closing date of 5pm on Friday 4th February 2022. The Academy is an Equal Opportunities Employer and all offers are subject to references and an enhanced DBS check.**

**You can find out more about our organisation at [www.spartanscfa.com](http://www.spartanscfa.com)**