

Job Role: Operations Duty Manager

Contract: Casual

Location: Poolfoot Farm, Thornton – Cleveleys

We have an exciting position available here at Fleetwood Town Football Club for a forwarding thinking and driven Operations Duty Manager to join our growing team based at Poolfoot Farm Sports & Leisure Complex in Thornton – Cleveleys.

About us

Established in 1997, Fleetwood Town Football Club is a professional association football club based in the town of Fleetwood, Lancashire. The home ground is Highbury Stadium in Fleetwood and its training ground is Poolfoot Farm, in Thornton-Cleveleys.

Fleetwood Town is committed to providing all employees with the opportunity for career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the role.

Poolfoot Farm was officially unveiled by the great Sir Alex Ferguson on 20th April 2016 and is home to 16 football pitches both artificial and natural grass, an elite performance building, gymnasium, playground and a destination restaurant. The site offers football for all areas of the game from grassroots through to the elite 1st team squad.

Key Responsibilities (But not limited to):

- To contribute to operating Poolfoot Farm in a professional and business orientated manner, in accordance with the organizations aims and objectives, recognising the need to achieve all targets and other performance indicators set.
- To ensure the health and safety of customers using Poolfoot Farm through vigilant supervision in line with the Normal Operating Plan, Emergency Action Plan and safe systems of work.
- To regularly patrol the centre in order to ensure the highest standard of security and health and safety.
- To ensure the highest level of hygiene and cleanliness throughout the facility and prepare for customer use.
- To ensure that regular maintenance checks are carried out and defective equipment removed from use and reported to Line Manager.
- To ensure that excellent customer service is delivered at all times.
- The setting up and dismantling of sports equipment as required.
- To provide help and guidance to users by responding to enquiries and resolving problems efficiently.
- Contribute to new ideas and make suggestions for the continual improvement of the services and procedures.
- Undertake all duties in accordance with Poolfoot Farm and FTFC policies.
- To provide administration support to the Operations Manager & Senior Management team

- To sell facilities to the general public, business community, football community for pitch hire, leagues, tournaments, corporate events, kids parties, football camps
- Maintaining the Pitch Hire Booking system for pitch hire/events/leagues software at all times
- Providing Daily/Weekly Reports for the Senior Management Team
- Support the purchasing of consumables and efficient stock control systems, ensuring cost effective use of resources, including cleaning equipment and chemicals
- Supervise the retail shop, including sales, inventory control and daily reconciliation
- Be available to work to an early or late shift rota to ensure duty manager cover is available while Poolfoot Farm is open, 7 days a week including weekends

Knowledge, Experience & Skills:

- Knowledge of the sports industry
- Strong experience in customer facing roles

Competencies:

- Results focused and sales orientated
- Committed to professional development
- Attention to detail
- Driven by a desire to make improvements
- Able to work in fast-paced environment and meet deadlines

What you need to do now

If you're interested in this role, please send an up-to-date copy of your CV and cover letter to:

Recruitment@fleetwoodtownfc.com

If you have any questions, please contact Jamie Sykes who is our Group Recruitment Manager:

Jamie.sykes@fleetwoodtownfc.com

Fleetwood Town Football Club and Fleetwood Town Community Trust are committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment.

This information is available in different formats if required. Please contact Fleetwood Town Football Club directly on 01253 775080

