



ROLE INFORMATION PACK

FACILITY SITE

MANAGER



Swindon Town FC
Community Foundation



Job Title: Facility Site Manager

Reports to: Senior Development Manager

Hours: 40 pw

Salary: £25–30k dependant on experience

Embark on an exciting career journey as a Facility Site Manager with Swindon Town FC Community Foundation. We are seeking a qualified and seasoned professional to spearhead the day-to-day operations and maintenance of our cutting-edge £4m Foundation Park Facility situated on the County Ground Extension.

We are looking for someone who will embrace this opportunity to contribute to the ongoing success of the facility. This is a full-time position covering the full span of the facility's opening hours, necessitating availability during evenings and weekends.





JOB DESCRIPTION

Join us as the Facility Site Manager at Foundation Park, a dynamic role dedicated to optimizing the usage of our state-of-the-art complex for the Swindon Town FC Community Foundation.

Your primary responsibility will be the efficient management of Foundation Park, ensuring its booking is maximized in alignment with our usage plans. Collaborating with the team, you'll implement the maintenance, and cleaning schedule and programme that solidifies Foundation Park as a premier hub for community sports.

Key to success in this role is your adeptness with ICT and data entry. Harness your skills to meticulously track the facility's KPIs, facilitating the development of insightful reports and feedback for our diverse partners. This continuous improvement cycle is central to our commitment to excellence.

We are seeking a Facility Site Manager who exudes passion and enthusiasm for delivering high quality customer service to individuals of all ages and backgrounds. Your positive and can-do attitude will serve as a beacon, inspiring the local community to enhance their lives through engagement with the Foundation and Swindon Town FC. If you're ready to be a driving force in community sports and education, we invite you to join our vibrant team.



**Swindon Town FC
Community Foundation**



- **Comprehensive Facility Management:** Oversee day-to-day operations and maintenance of the entire facility, including the 3G pitch and building.
- **Maintenance and Security Oversight:** Conduct daily checks and patrols, ensuring facility upkeep, and manage general security tasks such as opening, closing, and CCTV monitoring.
- **Site Maintenance:** Perform various site maintenance tasks, covering changing and washroom upkeep, housekeeping, minor defects, and equipment maintenance.
- **Cleaning Program Management:** Develop and implement a strict cleaning and housekeeping program to maintain high facility presentation standards consistently.
- **Playing Area Preparation:** Prepare playing areas for multiple programs, including pitch clearance and goal positioning.
- **Customer Interaction:** Efficiently handle customer inquiries both over the telephone and face-to-face, managing bookings, calendars, and the online EZfacility system.
- **Income Maximization:** Lead efforts to maximize income through sponsorships, events, meetings, and community bookings at Foundation Park.
- **Reporting Responsibilities:** Generate required monthly reports and an annual report showcasing Foundation Park.
- **Safety and Compliance:** Complete and maintain General Risk, Fire Risk, and Health & Safety documentation, prioritizing staff and participant safety.
- **Customer Service Focus:** Deliver a high level of customer service and ensure staff maintains the same standard.
- **Communication and Coordination:** Maintain consistent communication with the senior staff and Community Coaching Team, ensuring smooth operations.

ROLES AND RESPONSIBILITIES





EQUALITY AND SAFEGUARDING

EQUALITY

Swindon Town FC Community Foundation is committed to creating an inclusive and diverse environment and is proud to be an equal opportunities employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regard to pregnancy or maternity.

SAFEGUARDING

Swindon Town FC Community Foundation is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment. This post requires Enhanced Criminal Records Checks and may include checks against the Barred Lists, as such it is exempt from Rehabilitation of Offenders Act (1974). Therefore, all convictions including spent convictions that have not been subject to filtering by the DBS should be declared. Relevant information and/or documents will be distributed as part of the recruitment process.





PERSON SPECIFICATION

EDUCATION/QUALIFICATIONS

- Significant experience in a similar role.
- Hold appropriate recognized qualifications.
- Proven track record in facility administration.
- First Aid at Work qualification (or willingness to obtain).
- Qualification in site/facility management.
- Relevant educational background in sports facility management or a related field.
- IT/Business Qualification

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KNOWLEDGE AND EXPERIENCE

- Strong background in a comparable role.
- Proven track record in effective facility management.
- Experience in working with public and managing facility use.

ESSENTIAL
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SKILLS AND COMPETENCIES

- Strong written and verbal communication skills.
- Proficient in Microsoft packages and computer literacy.
- Excellent customer service skills, supporting high standards.
- Rapport building with the local community and stakeholders.
- Innovative problem-solving and confident decision-making.
- Positive work ethic in a fast-paced environment.
- Team player with the ability to work independently.
- Flexible work patterns and adaptability to change.
- The ability to monitor and evaluate processes, and amend where necessary.
- Actioning maintenance tasks in a school or facility setting.
- Preparation and upkeep of playing areas, kit, and equipment for public use.
- Working with the public, delivering excellent customer service.
- Working knowledge of Health and Safety legislation and risk assessment processes.
- A commercial approach in development, marketing and promotion, and income generation.

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SAFEGUARDING, EQUALITY AND INCLUSIVITY

- Ability to work safely , in accordance with the Swindon Town FC Community Foundation safeguarding and Equality & Diversity Policy

ESSENTIAL



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Community Foundation

To apply for this position please download and complete an application form, returning it either via email to Shane@STFCfoundation.com, or hand in person to the reception at Foundation Park.

If you have any questions or would like further information about the STFC Community Foundation and the work that we undertake in the community, then visit www.STFCfoundation.com or call Shane Hewlett on (01793) 421303.

We look forward to receiving your application.





Swindon Town FC
Community Foundation

**Foundation Park
County Ground Lane, Swindon
SN1 2FD**

Contact@STFCfoundation.com

(01793) 421303

www.STFCfoundation.com



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