**FOOTBALL DEVELOPEMNT COORDINATOR**

**Reporting to the Football Development Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

As a Football Development Coordinator, you will play a vital role in the daily operations of our sports facility, ensuring a safe, welcoming, and well-maintained environment for all users. Responsibilities include first aid support, site opening and closing, preparing activity areas, customer service, pitch bookings, and maintaining high health and safety standards.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. Prepare activity areas and set up equipment according to the day's scheduled programs.
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| 1. Serve as a key holder, responsible for opening and closing the facility, including pitches and pavilions.
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| 1. Act as the qualified first aider on site, managing and responding to accidents and incidents as they occur.
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| 1. Create a welcoming and positive impression for all customers, providing outstanding service.
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| 1. Handle pitch booking enquiries, process payments, and assist customers as needed.
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| 1. Listen to and address customer requests in a polite, respectful, and professional manner.
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| 1. Inspect pitches prior to use, ensuring they are safe and ready for customer activities.
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| 1. Maintain cleanliness within the pavilion and other areas as required.
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| 1. Report any faults, safety hazards, or health and safety concerns to your line manager in a timely manner.
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**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. First Aid at Work Qualification
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| **EXPERIENCE** |
| 2. Ideally, experience in a similar environment  |
|  **SKILLS AND ABILITIES** |
| 5. Remain calm and resilient when faced with challenging situations. |
| 6. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners  |
| 7. A passion for excellent customer service. |
| **KEY BEHAVIOURS** |
| 8. Self-motivation and personal drive to improve self-growth - keep up to date with new protocols , Allergy updates and latest trends. |
| 9. Flexible, creative, and innovative to meet the needs of the business. |
| 10. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 11. Excellent time management required |
|  **OTHER** |
| 12. A willingness to consent to and apply for an enhanced disclosure check. |

**25.07.24**