

**JOB TITLE**

Facilities Administrator

**DEPARTMENT**

Facilities - Venue Operations

**RESPONSIBLE TO**

Facilities Office Manager

**RESPONSIBLE FOR**

This role currently has no direct reports

**JOB SUMMARY**

Support and assist with the effective day-to-day running of the Facilities department by performing a range of administrative tasks, ensuring all work is up to date and accurate. Provide on-call support to internal and external customers during matchday.

**ROLE RESPONSIBILITIES**

- Provide excellent customer service, responding to all enquires and complaints in a timely and professional manner;
- Respond to email, telephone and post correspondence in a courteous and timely manner;
- Ensure that all relevant databases are accurate and up to date;
- Use in depth knowledge of the Stadium to ensure the correct staff or contractors are sent to the appropriate areas / jobs;
- Management of match day car parking for all departments and disabled spectator calls;
- Provide matchday cover for the department by supporting internal and external customers with any queries or concerns in relation the facilities, ensuring that jobs are passed on to the relevant staff member in a timely manner;
- Assist the maintenance supervisor and head groundsman to collate all maintenance and ground staff hours of work and send to payroll;
- Purchasing of supplies, equipment and machinery required for staff to complete their work requests;
- Collating the cleaning recharge information with the Cleaning Manager to be recharged;
- General administration duties as required (e.g. filing and scanning);
- Any other reasonable duties.



## ROLE REQUIREMENTS

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.

## QUALIFICATION & TRAINING

### Essential

- GCSE English & Maths at grade C or above
- 

### Desirable

- Relevant Administration Qualification;
- Competent with Microsoft Office packages;
- Competent the Microsoft Excel.

## KNOWLEDGE, SKILLS & EXPERIENCE

### Essential

- Previous experience in a similar office environment;
- Good understanding of the Stadium;
- Excellent time keeping and organisation skills;
- Excellent Communication skills;
- Customer facing experience;
- Complaint handling experience.

### Desirable

- Knowledge of facilities management or construction industry.

## CRIMINAL RECORD CHECK REQUIREMENT

This role does not require a criminal records check (CRC).



## GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

## SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

## EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at [www.nufc.co.uk/UnitedAsOne](http://www.nufc.co.uk/UnitedAsOne) .