

Role Title:	Facility Supervisor
Reports to:	Operations Leader
Accountable to:	None
Contract Term:	Part Time – flexibility to work evenings, weekends and during operational periods
Location:	LNER Stadium, Lincoln, LN5 8LD

Role Purpose

Lincoln City Foundation utilises the brand and reputation of Lincoln City Football Club, alongside leveraging our own potential and the influence of our key partners, aiming to inspire, empower, and help individuals and communities to improve their physical, social, and mental wellbeing.

To oversee the daily operations and maintenance of the 3G football facility, ensuring a safe, welcoming, and well-maintained environment for all users, while optimising facility usage and enhancing customer experiences.

- Report to the Operations Leader with any preventative and reactive maintenance issues
- Demonstrate excellent customer service skills for any patrons of the LNER 3G facility.
- Be available for emergency call outs and some late working, by arrangement, will also be required.

Key Responsibilities

Customer Service: Deliver an exceptional customer experience by providing friendly, responsive service to all users of the LNER 3G facility. Address inquiries, feedback, and issues efficiently and professionally.

Maintenance and Repairs: Conduct minor maintenance tasks and report any preventative or reactive maintenance issues to the Operations Leader. Liaise with external contractors as needed.

Health & Safety Compliance:

- Identify, report, and address health and safety concerns promptly.
- Ensure that all facility management tasks comply with legislative and regulatory safety standards.
- Support risk assessments and maintain safe facility protocols.

Cleaning and Hygiene: Complete cleaning tasks as required, ensuring that the 3G facility, including changing rooms, communal areas, Community Hub and other associated amenities, are well-maintained and presentable.

Incident Reporting: Record and report all accidents, near misses, and any maintenance issues in a timely and thorough manner.

Security: Ensure that the 3G facility, including changing rooms, communal areas, Community Hub and other associated amenities, are secure.

Operations Support: Carry out other maintenance or operational duties as considered reasonable by the Foundation.

Facility Oversight: Conduct daily inspections to ensure cleanliness, equipment readiness, and operational safety of the pitch and surrounding areas.

General Responsibilities

- Compliance with all Lincoln City Foundation policies and procedures
- To observe and adhere to the organisational Code of Conduct, safeguarding commitment and the equal opportunities strategies of Lincoln City Foundation
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times
- To undertake CPD as necessary in line with development of the role and required by the Foundation
- The marginal functions of this position have not been included. All employees are required to follow any other job-related duties required by

Person Specification

Education/Qualifications	
Health and Safety, COSHH and manual handling training	Desirable
Knowledge and Experience	
Experience working in sports or community facility environments, particularly artificial pitches (such as 3G/4G surfaces).	Desirable
An understanding of Health & Safety Regulations and good practice procedures	Essential
Experience of customer service	Essential
Skills and abilities	
Attention to detail and an aim to provide a quality service	Essential
Can work under own initiative and under limited supervision	Essential
Basic IT skills for managing booking systems, email communication, and reporting issues.	Essential
Ability to problem solves and respond to emergencies in a prompt and systematic manner	Essential
Reliable, punctual and trustworthy	Essential
Equality & Diversity	

Must be able to recognise discrimination in its many forms and adhere to the LCF Equality policies	Essential
Able to work within a diverse community and draw on individual strengths to promote equality & diversity	Essential
Other	
Must satisfy relevant pre-employment checks including two current references relevant to the position and Enhanced DBS checks	Essential
Demonstrable empathy with 'Lincoln City Foundation's' vision and mission statements and its charitable objects.	Essential
Familiarity with safeguarding practices and procedures for working in environments with young participants and vulnerable adults.	Desirable
Flexibility to work evenings, weekends, and during busy operational periods.	Essential