

<b>Role Title:</b>	Facility Supervisor (Sessional)
<b>Reports to:</b>	Operations Leader
<b>Accountable to:</b>	None
<b>Contract Term:</b>	Sessional - Part Time – flexibility to work evenings, weekends and during operational periods
<b>Location:</b>	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.

The organisation is the operating management of the outdoor 3G facility at LNER Stadium, Lincoln, which is used to delivery leisure participation sessions and delivery high quality training across the Football Development programme and external customers. Working under the Lincoln City brand the facility supervisor will:

- 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:

- Provide a friendly and helpful experience to all users of the LNER 3G facility.
- Assist with basic inquiries and direct any feedback or complex issues to the appropriate contact.

#### Maintenance Support:

- Carry out basic checks to maintain the facility's cleanliness and usability.
- Report any maintenance or repair issues to the Foundation's Operations Leader.

#### Health & Safety:

- Help identify and report health and safety concerns.
- Follow safe working practices and support compliance with safety protocols.

#### Cleaning & Hygiene:

- Perform light cleaning tasks as required to maintain presentable communal areas, including changing rooms and the Community Hub.

#### Incident Reporting:

- Report any accidents, near misses, or issues promptly and accurately.
- Security Support:**
- Assist in ensuring communal areas and pitch-related spaces remain secure during sessions.
- Facility Oversight:**
- Conduct simple checks before and after sessions to confirm cleanliness, readiness, and safe operation of the pitch and equipment.

### 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
Good communications skills	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
<b>Other</b>	
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