



Role Profile – Sports Hub Site Assistant (Part-time)

Job title: Sports Hub Site Assistant

Location: King George V Sports Hub, Blacon Avenue, Blacon, Chester CH1 5BD

Hours (per week): 15

Contract type: Permanent

Salary: National Living Wage

Responsible to: Site Manager

Chester FC Community Trust is proud to be the official charity and club community organisation for Chester Football Club. We harness the power of sport and the unique appeal of Chester FC to inspire, support, and improve lives across Chester and Cheshire West through a diverse range of programmes in sport, education, health & wellbeing, and social inclusion.

In 2022, we entered an exciting new chapter with the opening of King George V Community Sports Hub, a £1.8m community facility developed in partnership with Cheshire West and Chester Council. This hub has quickly become a focal point for local sport and activity, enabling us to expand our reach and deliver lasting impact for our communities.

Our Purpose

Using the Chester FC brand to inspire and improve Cheshire West communities through sport, education, health & wellbeing, and social inclusion

Our Vision

Happier, healthier and fairer communities with Chester FC at their heart, where everyone is empowered to reach their potential.

Our Values

- Ambitious - We strive for excellence, delivering quality provisions that support participants to reach their potential.
- Inclusive - We promote inclusion, celebrate diversity and are committed to being welcoming and accessible for all.
- Passionate - We love what we do and have a passion for making a difference in our communities.
- Proud - We take pride our work and in representing Chester Football Club.
- Respectful - We show respect and compassion to our participants, partners, colleagues and communities.

Overview of the Role

The Sports Hub Site Assistant will assist with the day-to-day operation of King George V Community Sports Hub and its facilities, including the 3G pitch and Clubhouse. They will support the Site Manager in ensuring the venue is well maintained, managing bookings, setting

up equipment, providing excellent customer service and ensuring compliance with health and safety requirements.

There are two permanent part-time positions available for 15 hours per week. A flexible approach is essential as the hours of work may vary to meet operational needs; the standard hours of work are between 5pm-10pm (Monday, Wednesday and Friday) and 9am-4pm (Saturday and Sunday). There may be the opportunity for additional hours at peak times and to cover holidays.

Key Performance Indicators

- Facility Standards: Weekly site inspections meet required cleanliness, safety, and presentation standards.
- Customer Satisfaction: Achieve positive feedback from booking users and visitors.
- Operational Efficiency: Ensure all equipment setups and changeovers are completed within scheduled times.
- Team Collaboration: Demonstrate consistent communication and teamwork with Site Manager and colleagues (e.g., through feedback or reviews).

Responsibilities

- Open and close the site in accordance with security procedures.
- Ensure all facilities (3G pitch, clubhouse, changing rooms) are clean, safe, and well maintained.
- Conduct regular visual checks and report maintenance issues promptly.
- Take and manage bookings accurately through the online system.
- Set up and take down sports equipment safely and efficiently for each booking or activity.
- Provide excellent, friendly customer service to all visitors and participants.
- Support events, programmes, and community sessions as directed by the Site Manager, Head of Programmes or CEO.
- Record and report any incidents, accidents, or hazards in line with Health & Safety policy.
- Maintain accurate records of attendance, bookings, and site usage as required.
- Work collaboratively with colleagues to ensure the effective, smooth running of the Sports Hub.
- Undertake any additional duties reasonably requested to support site operations and community delivery.

Behaviours

- Customer Focus - Provides a welcoming, friendly, and helpful service to all users and visitors.
- Teamwork - Works cooperatively with colleagues and volunteers to ensure smooth site operations.
- Responsibility - Takes ownership for duties and follows procedures reliably.
- Communication - Shares clear, accurate information with colleagues, customers, and partners.
- Integrity & Respect - Acts honestly and respectfully, upholding the Trust's reputation.
- Health & Safety Awareness - Maintains vigilance in ensuring a safe environment for all.

- Flexibility - Adapts to changing priorities, including weekends, events, and seasonal demands.
- Community Focus - Demonstrates pride in supporting local people and the goals of Chester FC Community Trust.

Additional Information

- Appointment will be subject to an enhanced Disclosure and Barring Service (DBS) check and references
- This post will involve evening and weekend work

This job description outlines the key duties and responsibilities of the role. It is not exhaustive and will be subject to regular review. Duties may be amended, by mutual agreement, to reflect changing organisational needs and priorities. Performance standards and competencies for the post may also be defined and updated over time.