

Job Description



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Post Title

Training Ground Operations Coordinator

Department/Location

Operations Team, the Millers Oils High Performance Complex (Training Ground)

Reports to

Operations Manager

Purpose of the Role

In this role, the post holder will be the first point of contact for all visitors, staff, players, and contractors to the Training Ground and as such will be required to demonstrate a consistently friendly, welcoming, and positive attitude, and a professional appearance. The post holder will ensure that all visitors are greeted professionally and given clear direction and support during their visit, ensuring their time at the Training Ground is safe and enjoyable.

Functional Links

Internal:

First Team Managers and Coaches
First Team Players
Academy Coaches and Staff
Academy Players
Club Chairman, CEO, and Directors
Training Ground Operations Team
Staff and managers throughout the Club and Foundation

External:

Visitors
Visiting Clubs
Supporters
Club Partners
Suppliers/Contractors
Members of the Media

Key Performance Indicators

- High-quality customer service is evident at all times.

Role Specific Responsibilities

The post holder will:

- Open and close premises as required.
- Welcome visitors in a professional manner, directing as appropriate.
- Verify the identity of visitors and contractors to site and permit or decline access as appropriate.
- Inform members of staff when their visitor/s has/have arrived.



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- Walk around the premises on a regular basis to show visibility and ensure any potential safety/security issues are addressed whilst providing any assistance to visitors if required.
- Answer incoming telephone calls in an efficient, appropriate, and timely manner, determining the purpose of the callers, and forwarding calls to the appropriate member of staff or department.
- Work with the Security Officers to ensure that the Visitor Centre is organised and presented to a clean, tidy, and professional standard at all times.
- Receive, communicate, and support in the distribution of deliveries/mail at the training complex.
- Maintain comprehensive awareness of the personnel and movement on site by regular surveillance of CCTV.
- Work with the Operations Manager, IT Manager, and others as applicable to ensure that CCTV Privacy Impact Assessments are in place and reviewed regularly as necessary.
- Be responsible for issuing any site keys and maintain associated records as required.
- Communicate effectively regarding any potential risks, observations, irregularities, or suspicious activity on site.
- Issue daily handover reports.
- Work on a shift basis as required to cover the operating hours of the site.
- Undertake any other duties commensurate with the level of the post, as directed by the Operations Manager or any other Senior Manager/Director.

Behaviour/Conduct

The post holder is required to:

- Be proactive with workload and interventions.
- Seek to continually develop their skills and knowledge.
- Adopt an organised and structured approach to fulfilling the duties and responsibilities of the role.
- Communicate appropriately at all levels.
- Be flexible to fit the development and growth of the organisation.
- Attend/participate in all compulsory CPD training and workshops.
- Be flexible in hours of work.
- Be trustworthy and adhere to the Club's Code of Conduct and Ethics.



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- Adhere to protocol and respect confidentiality in all matters, also protecting any data relating to the area of work in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) 2018.
- Consistently demonstrate high standards of behaviour and appearance and encourage the same from others.
- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people.
- Respect others and behave in an inclusive and non-discriminatory manner, taking account of all protected characteristics, as specified in the Equality Act 2010.

Additional Information

Safeguarding:

Huddersfield Town Association Football Club (HTAFC) Ltd. is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post holder will be required to undergo Safeguarding Training, to be agreed with the Head of Safeguarding.

Equality, Diversity, and Inclusion:

Huddersfield Town AFC and the Huddersfield Town Foundation are diverse environments in which we respect all characteristics under the Equality Act 2010; we want everyone to feel valued and included within the Club and Foundation and to be able to achieve their full potential.

We have a zero-tolerance approach to any form of discrimination, and we are committed to the redress of any inequalities by taking positive action where appropriate. All employees are required to support and uphold this zero-tolerance approach and contribute to our 'Terriers Together' Equality, Diversity, and Inclusion Strategy.

The post holder will be required to sign and return a copy of this document to the Human Resources Manager on accepting an offer of employment.

Accepted by:

Name (Printed)

Name (Signed)

Date

This Job Description was prepared in December 2023.

The proposed review of this Job Description is July 2024.



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Person Specification

Post Title

Training Ground Operations Coordinator (Training Ground Complex)

Area of Expertise	Essential	Desirable
Experience	<ul style="list-style-type: none">• Previous proven experience in a visitor management, receptionist, or other front of house role.• Experience in a customer-facing position.	<ul style="list-style-type: none">• Experience of managing or overseeing site security.
Qualifications and Professional Accreditation	<ul style="list-style-type: none">• A good standard of general education at GCSE level or equivalent, or higher.• A customer service qualification (or willing to undertake).	<ul style="list-style-type: none">• First Aid at Work qualification (must be willing to undertake if not already qualified).• Health and Safety at Work qualification, e.g., IOSH or equivalent.
Specific Skills and Knowledge	<ul style="list-style-type: none">• Excellent communication and interpersonal skills evidenced through positive and productive relationships with all stakeholders.• Creative and calm approach to problem-solving.• Well-organised with the ability to manage own workload and with minimal supervision.• Competent user of IT including Microsoft Office applications.• Able to work collaboratively and as a member of a team.• Vigilant with high level observation skills and attention to detail.	<ul style="list-style-type: none">• Familiar with Data Protection legislation including the General Data Protection Regulation (GDPR).



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Area of Expertise	Essential	Desirable
Additional Requirements	<ul style="list-style-type: none">• Flexible approach to work, to meet the needs of the business.• Committed to professional and personal development.• Suitable to work in an environment in which there will be contact with children and young/vulnerable adults.• Committed to equality and diversity initiatives, and inclusive practice.• 	<ul style="list-style-type: none">• Full UK driving licence and access to own transport.