



Foundation



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Business Support Worker

(20 hours per week)

Middlesbrough Football Club Foundation (MFCF) is the Club's independent charity of MFC established in 1996 by Club Chairperson, Steve Gibson. The Foundation uses the power of the MFC brand to engage with the community to provide opportunities for disadvantaged young people and adults to maximise their potential to achieve.

Working closely with the Facilities Development Coordinator, ensure the efficient day to day operations of the Middlesbrough FC Foundation facilities at Herlingshaw Centre and Southlands. Day to day operations include cleaning and maintenance of the full sites, set up and take down of 3G pitches, grass pitches and classrooms and involvement in the health and safety requirements of each site.

DUTIES

- Undertake cleaning and maintenance of each site, including mopping and sweeping classrooms, corridors, toilets and offices; emptying and replacing bins; upkeep of the toilets; litter picking and other general house keeping duties.
- Follow all health and safety guidelines and requirements, including assisting with the responsibility of risk assessments, COSHH, manual handling, First Aid at Work and fire precautions.
- Assist in the operation of the site, setting up for customers of the sites and preparing for the next customer; including set up, dismantling and maintaining equipment for use during football, physical activity and other activities on site.
- Opportunity to support the supervision and delivery of some activities on site, including Premier League Kicks and Birthday Parties.
- Deal with customer enquiries, in-person, on the phone and over email, regarding facility bookings, activity bookings and any other enquiry.
- To assist in the safe operation of the site including responding to all emergencies
- Under instruction from Facilities Development Coordinator carry out regular checks on any equipment.
- In the absence of the Facility Development Coordinator to act as a responsible key holder to secure the Centres and all facilities and be fully aware and accept responsibility for the procedures relating to the security of keys for the premises and safekeeping of property.

CANDIDATES MUST HAVE:

Essential

- Excellent customer service skills with honesty and integrity.
- The ability to work as part of a team and independently
- Ability and willingness to undertake cleaning and maintenance tasks
- Excellent communication skills via written and verbal methods
- Ability to sell opportunities for customers to use the sites
- Focus on providing a quality, inclusive service to customers
- A high degree of flexibility and confidentiality is needed.
- Ability to work under pressure and to tight deadlines.
- Strong assertive skills and ability to manage and resolve potential conflict situations.
- Flexible working in accordance with the requirements of the organisation which will include working evenings and weekends.
- Must satisfy relevant pre-employment checks including an enhanced DBS.

Desirable

- First aid at Work
- FA Level 1 or equivalent

This post falls within the scope of 'regulated activity' and is exempt from the Rehabilitation of Offenders Act (1974). Successful applicants will be required to undertake a Disclosure & Barring Service (formerly CRB) check and are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' as defined by the Rehabilitation of Offenders (Exemptions) Act 1975.

To apply, please follow this link to [MFCF Careers](#).

Closing date for applications: 20th May 2024

MFCF is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

MFCF is also committed to the safeguarding of vulnerable groups