

Job Description

Facility support staff

Position: Facilities Duty Officer	Department: MK Dons SET	Reporting to: Facilities Operations Lead
Salary: £12.00	Contract: Casual / Zero-hour contract	Hours per week: 0 hours per week This will include shift work to meet the needs to the venues we support.

Job purpose:

MK Dons Sports and Education Trust (SET) are recruiting customer services/ facilities officer to join our team supporting the supervision and management of the Brooklands, Fairfields, Woughton on the Green facilities and Tattenhoe Sports Pavilion.

As Duty Officer for MK Dons SET you will be responsible for the Café services, customer liaison, equipment management, opening and closing of facilities, testing and reporting to meet regulatory requirements, as well as tasks to support maintenance of facilities

The role will require working across all facilities (Brooklands, Fairfields, Woughton on the Green and Tattenhoe Sports Pavilion) to meet the business needs.

Role Competencies:

Planning Timescales:

- Opening / closing of the centres for activity on site – ensuring the opening and closing checklist is completed in full.
- Ensure booked facilities are accessible to centre users by opening up relevant parts of facility ready for bookings
- Carry out checks for daily, weekly, monthly and yearly cleaning, catering and maintenance checks.
- Check that building facilities are in working condition - heating, toilets and showers etc.
- Café Duties - Serving on the café (Training Provided).
- Customer Service – Providing information and taking enquiries for facilities bookings for the respective sites.

Decision Making:

- Monitor use of facility by users to ensure equipment is used appropriately and put away after use so ready for next user, and that internal rooms are swept and left in a tidy condition after use.
- Report and log any issues with how users use or leave the facility
- Collect any rubbish left by users and put into bins
- Collect any left property and put into storage area
- Report and log any issues / damage with the buildings to the Facilities Operations Lead
- Report stock levels for replenishable items

Impact and Influence:

- Ensure that the leisure facilities are maintained and appropriate for purpose including reporting and managing health and safety issues on sites.
- Replenish toilet roll/paper towels and soap dispensers.
- To deal with Hirers immediate issues and concerns (Customer service)

- Monitor condition of public areas (eg hallways/entrance hall) and take action (hoover/sweep) to ensure they are tidy and clean during time you are on site.
- Manage users to ensure facility is being used appropriately in line with facility usage expectations.
- Customer service – creating and building positive customer journeys when in the facility.

Skill Level:

- Support the Facility Manager by providing feedback on ways to make the Facilities a first-rate experience for all users and stakeholders
- Support the organisation in meeting the health and safety, fire safety and statutory requirements of the facilities, ensuring that the building is always safe for customers and employees. Complete daily log of any health and safety reports, concerns and questions from hirers.

Communication:

- Liaison with centre users on a re-active basis (customer service)
- Report any shortfalls in work undertaken by regular contractors who service the sites e.g Cleaning and Grounds work
- Deal with any walk-in enquiries by directing customers to the appropriate website/form for a Facilities Operations Lead to follow up on

Budget Management:

- Collection of booking fees and payments including for refreshments and equipment hire with accurate reporting.
- To maintain accurate attendance records, budget sheets, rotas and timetables, and collate usage data to assist the organisation in monitoring community participation of the facilities, this is soon to change to a new booking system which will remove some of the manual inputs.
- Ensure café and secondary stock is processed correctly using the internal systems.

Lead and Develop:

- Lead by example with excellent customer services, clear safeguarding, health and safety and demonstrate excellent anti-oppressive practice at all times.

Operating Parameters:

- The role will require you working evenings and weekends depending on shift patterns within contract and at different sites.
- To carry out daily maintenance checks and tasks such as litter picking, leaf collection and fence and goalpost safety checks in line with the pitch manufacturer or schedule of pitch maintenance guidance.
- To ensure the security of your site by making use of the fitted alarm system, Fire Alarm, CCTV and height barriers where fitted (where available).
- Ensure all centre users have cleared the building at the end of their booked sessions and the building is ready for the next user.
- Check changing rooms to ensure no one is on site, then lock and alarm the facility making sure all lights, heating and water taps are turned off as appropriate.

Essential and Desirable Job Criteria:

- High level of customer service, with a can do attitude at all times. (E)
- High level of communication skills both face to face and via phone and email. (E)
- Excellent time keeping and reliability. (E)

- Experience with Microsoft Office applications and good keyboard skills (E)
- A good knowledge of facilities operations. (D)
- Good level of experience of data entry systems including Views and Participant. (E)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 50

Level 1