

Job Description

FACILITIES OFFICER

Position: FACILITIES OFFICER

Department: MK DONS SET

Reporting to: FACILITIES/ BUSINESS DEVELOPMENT MANAGER

Salary: £10.82 PER HOUR

Contract: PERMANENT

Hours per week: NEGOTIABLE

Job purpose:

MK Dons Sports and Education Trust (SET) is recruiting facilities officers to join our team overseeing the evening and weekend operations at Woughton on the Green Pavilion and Sports Grounds.

As Facilities Officer for MK Dons SET you will oversee the day-to-day operations including opening, closing and provision of services such as refreshments service for participants and spectators at the site. The work will be evenings from 5pm to 10 pm daily and weekends as required but generally Saturday/ Sunday morning and afternoons.

Your work will also require working closely with the Facilities/ Business Development Manager to establish the centre as a vibrant hub for sports participants and spectators across the site.

Role Competencies:

Planning Timescales:

- Contributing to the development and delivery of MK Dons SET Woughton on the Green and wider facilities planning events and activities openings/ closing and booking arrangements.

Decision Making:

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Impact & Influence:

- Ensure that the leisure facilities are maintained and appropriate for purpose including reporting and managing health and safety issues on site until maintenance/ cleaning can be organised.
- Make sure that records of all bookings and participant numbers are captured daily and reported to the Manager on a weekly basis through our booking system

Skill Level:

- High level of communication skills both face to face and via phone and email.
- Excellent time keeping and reliability

Communication:

- Provide a high level of customer service, excellent communication skills to ensure a positive experience by all those using the facility
- Create clear messages around booking, access to facilities, safeguarding and health and safety while on the site, working closely to adjust the facility procedures alongside the Facilities/ Business Development Manager and our anchor centre user MK Dons Academy.

Budget Management:

- Support with the collection of booking fees and payments including for refreshments and equipment hire

- Daily payment reconciliation

Lead & Develop:

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

Operating Parameters:

- The role will require working evenings and weekends.

Essential & Desirable Job Criteria:

To open the centre, ensure changing rooms and club lounge are open and available to centre users during hours of operation.

Provide refreshments for centre users and spectators during centre opening times

Take payments where individuals require or arrange invoicing alongside MK Dons SET finance team on a weekly basis.

Ensure all centre users have cleared the building at the end of their sessions and lounge is clear.

Check changing rooms to ensure all water is stopped and no one is on site, then lock area

For Astro courts, turn on lights and provide 5-minute warning for bookings before locking Astro and turning off lights

Lock and alarm facilities complete the daybook highlighting any maintenance and incidents during the sessions that the SET management should be aware of and follow up.

To ensure safeguarding policies for children and vulnerable adults are followed at all times, and work with centre users to recognise the importance of following procedures to keep everyone safe on site.

To ensure that equality, diversity and inclusion is maintained and developed across all programmes and areas of the business.

Competency Total:

Level