

## Job Description

### Evening and Weekend Customer Services Assistant Facilities

<b>Position:</b> Evening and weekend Customer Services	<b>Department:</b> MK DONS SET	<b>Reporting to:</b> FACILITIES/ BUSINESS DEVELOPMENT MANAGER
<b>Salary:</b> £10.82 PER HOUR	<b>Contract:</b> Part time	<b>Hours per week:</b> Fixed contracts from 5 hours up to 20 Hours

**Job purpose:**

MK Dons Sports and Education Trust (SET) are recruiting customer services assistants to join our team supporting the evening and weekend operations at Woughton on the Green Pavilion and Sports Grounds, Brooklands Pavilion and Fairfields Sports Hub facilities.

As Customer Service assistant for MK Dons SET you will be responsible for the customer liaison and reception, this includes opening, closing and ensuring equipment in place for bookings organisers at the site when needed.

There are several shifts available :

Woughton on the Green:-

Monday 17:00-21:45  
 Wednesday 17:00-21:45  
 Thursday 17:00-21:45  
 Saturday 09:00-17:00  
 Sunday 10:00- 14:00

Brooklands Pavilion:-

Monday 17:00-21:45  
 Tuesday 17:00-21:45  
 Wednesday 17:00-21:45  
 Thursday 17:00-21:45  
 Friday 17:00- 21:45  
 Saturdays 07:45 – 16:30  
 Sundays 08:45-16:00.

You may apply for one or more shifts/roles but please make sure that the shifts do not clash.

**Role Competencies:**

**Planning Timescales:**

- Contributing to the development and delivery of MK Dons SET Woughton on the Green, Brooklands Pavilion and Fairfields Sports Hub and wider facilities supporting activities including openings/ closing of the centres, managing booking arrangements and carrying out administrative tasks as required for wider MK Dons SET provision.

**Decision Making:**

- Make appropriate decisions around the equipment and resources for each user, and make arrangements for this equipment to be in place for bookings.
- Your work will report any issues with the building to the Facilities/ Business Development Manager to establish the centre as a vibrant hub for sports participants and spectators across the site.

**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 can be organised.
- Make sure that records of all bookings and participant numbers are captured daily and reported to 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 at Woughton on the Green, Brooklands Pavilion and Fairfields Sports Hub and users in other facilities.

**Budget Management:**

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

**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 depending on shift patterns within contract.

**Essential & Desirable Job Criteria:**

To open Woughton on the Green, Brooklands Pavilion and Fairfields Sports Hub and users in other facilities. and users in other facilities as required, ensure booked facilities are available to centre users during hours of operation.

To open facility (shift dependent) ensure groups have access to their room bookings

Provide access for bookings to make own refreshments for centre users and spectators during centre opening times, if booked

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 the building is ready for the next user.

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

For Woughton and Fairfields - Astro courts/ Dome, turn on lights and provide 5 minute warning for bookings before locking Astro and turning off lights. Monitor and ensure correct footwear is being used by centre hirers.

Complete daily log of any health and safety reports, concerns and questions from hirers and any booking enquiries.

Lock and alarm the facility making sure all lights and heating are turned off.

Create social media content for our facilities and complete simple MK Dons SET data entry as required.

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: