

Job Description

Customer Services/ Facilities Officer (Brooklands)

Position: Evening and weekend Customer Services	Department: MK DONS SET	Reporting to: FACILITIES/ BUSINESS DEVELOPMENT MANAGER
Salary: £21,000	Contract: Fixed term 1 year	Hours per week: 37.5 Hours 5-7 days as negotiated with manager.

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 Pavilion facility.

As Customer Service/ facilities officer 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. Work will also involve liaising and managing maintenance staff on site, liaising with and managing bookings enquiries and supporting the wider MK Dons SET back room functionality with data entry and administration tasks agreed between Facilities team and wider SET projects and programmes.

Role Competencies:

Planning Timescales:

- Contributing to the development and delivery of MK Dons SET Brooklands Pavilion and support wider facilities at Woughton on the Green and Fairfields Sports Hub as required.
- Tasks will include 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.
- Liaison with centre users and local community as required and support with the promotion and marketing of the facilities alongside Facilities Manager and with Stadium MK teams.
- 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 Brooklands Pavilion and support opening of Woughton on the Green, Fairfields Sports Hub during times of team holidays and sickness as required, ensure booked facilities are available to centre users during hours of operation.

To open facility 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 (Site dependent)

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.

Carryout checks for cleaning and maintenance as agreed with Facilities Manager

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

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 as appropriate.

Work with Facilities Manager to create social media content for our facilities and complete simple MK Dons SET data entry as required, this will be allocated based on SET need and priorities).

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:

