

# Job Description

## Duty Officer

### MK Dons SET

<b>Position:</b> Duty Officer	<b>Department:</b> MK DONS SET	<b>Reporting to:</b> FACILITIES/ BUSINESS DEVELOPMENT MANAGER
<b>Salary:</b> £21,000	<b>Contract:</b> Permanent	<b>Hours per week:</b> 37.5 Hours 5-7 days as negotiated with manager.  Shift pattern attached

#### 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, Fairfields and Woughton on the Green pavilion facilities.

As Duty Officer for MK Dons SET you will be responsible for the customer liaison and reception, equipment management ensuring equipment in place for bookings organisers at the site when needed, security of the site including opening and closing. Work will also involve liaising and managing maintenance staff on site, liaising with and managing bookings enquiries and undertaking MK Dons SET data entry and administration tasks including Official Soccer Schools, Participant and Salesforce.

**The role is not site specific and will require working across all venues as work requires.**

#### Role Competencies:

##### Planning Timescales:

- Contributing to the development and delivery of MK Dons SET Brooklands Pavilion, Woughton on the Green and Fairfields Sports Hub.
- 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 and log any issues with the buildings to the Facilities Business Development Manager to establish the centres as vibrant hubs for sports participants and spectators across the sites.

##### Impact & Influence:

- Ensure that the leisure facilities are maintained and appropriate for purpose including reporting and managing health and safety issues on sites.
- Records of all bookings, participant data and payments are recorded accurately and efficiently daily and reported through our booking system.

##### Skill Level:

- High level of customer service, with a can do attitude at all times.
- A good knowledge of facilities operations.
- High level of communication skills both face to face and via phone and email.

- Liaison with centre users and local community as required.
- Good level of skill developing promotion and marketing of the facilities with Stadium MK teams.
- Excellent time keeping and reliability.
- Experience with Microsoft Office applications & good keyboard skills
- Good level of experience of data entry systems including Views and Participant.

**Communication:**

- 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 all sites.

**Budget Management:**

- Experience of collection of booking fees and payments including for refreshments and equipment hire with accurate reporting.

**Lead & 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.

**JOB TASKS:**

	<p>To open facilities as scheduled on time and provide cover during times of team holidays and sickness, as required.</p> <p>You will ensure booked facilities are available to centre users during hours of operation.</p>
	<p>Your role will not be site specific, and you could be used at any of the 3 sites as seen fit by the needs of the business.</p>
	<p>You will support the Facility Manager in developing policy and processes to make the Facilities a first rate experience for all users and stake holders.</p>
	<p>To 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 and any booking enquiries.</p>
	<p>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.</p>

	To ensure that Equality, Diversity and Inclusion is maintained across all areas of your work.
	To actively promote use of the facilities by a broad range of users (particularly target groups such as female, disabled, and BME)
	To upload using Pyramid system all maintenance, mandatory servicing and reports.
	To task maintenance people/companies as and when needed.
	To raise invoices for all regular hirers and process using Participant system once in place (September 2023).
	<p>THIS TASK WILL BE TEMPORARY AS A NEW BOOKING/PAYMENT SYSTEM IS DUE TO BE IMPLEMENTED IN SEPTEMBER THAT WILL REMOVE THIS TASK.</p> <p>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.</p> <p>To maintain a detailed football pitch booking timetable for both the artificial grass pitch and natural grass pitches, to ensure that all user groups are aware of their allocated slots. To ensure that all users of the facilities have copies of the booking Terms and Conditions, and invoicing is kept up to date.</p> <p>To oversee contracts for the ongoing routine maintenance of the artificial grass pitches.</p>
	To carry out daily maintenance tasks on the artificial grass pitch and the natural grass pitches 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 implementing effective use of the fitted alarm system, Fire Alarm, CCTV and height barriers where fitted (where available).
	To engage with the local community regarding access to the facilities and respond to any enquiries for both regular and one-off bookings. Build strong relationships with other local organisations.
	To meet with the hirers on a regular basis to report and discuss any site related issues. To deal with Hirers immediate issues and concerns. To keep up to date minutes of all scheduled meetings.
	Provide access for hirers to make own refreshments for centre users and spectators during centre opening times, if booked (Site dependent).
	Ensure all centre users have cleared the building at the end of their booked sessions and the building is ready for the next user.
	Carryout checks for daily, weekly, monthly and yearly cleaning and maintenance checks.
	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.
	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.

	Work with Facilities Manager to create social media content for our facilities on local social media platforms
	Complete all admin for the facilities buildings, maintain all supplies to keep the building operating.
	Be very customer facing and professional with everyone on the site. Respond to routine correspondence and enquiries by telephone, face to face, e-mail and letter.
	Make sure all equipment needed for the sessions is provided and is suitable for user groups.
	Lead administrator for Views uploading of registers and for schools delivery and holiday programmes.
	To pass on all concerns to the Facility sub contracts e.g Cleaning and Grounds work.
	To record and track all customer service correspondence.
	Organise and book meetings/events and take a record of the minutes as required.
	Maintain manual and computerised records including data entry.
	Any other job required by the SET management team to maintain operational capacity and need of the organisation.

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The role is not site specific and will require working across all venues as work requires.

**Role Competencies:**

**Planning Timescales:**

- Contributing to the development and delivery of MK Dons SET Brooklands Pavilion, Woughton on the Green and Fairfields Sports Hub.
- 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 and log any issues with the buildings to the Facilities Business Development Manager to establish the centres as vibrant hubs for sports participants and spectators across the sites.

#### Impact & Influence:

- Ensure that the leisure facilities are maintained and appropriate for purpose including reporting and managing health and safety issues on sites.
- Records of all bookings, participant data and payments are recorded accurately and efficiently daily and reported through our booking system.

#### Skill Level:

- High level of customer service, with a can do attitude at all times.
- A good knowledge of facilities operations.
- High level of communication skills both face to face and via phone and email.
- Liaison with centre users and local community as required.
- Good level of skill developing promotion and marketing of the facilities with Stadium MK teams.
- Excellent time keeping and reliability.
- Experience with Microsoft Office applications & good keyboard skills
- Good level of experience of data entry systems including Views and Participant.

#### Communication:

- 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 all sites.

#### Budget Management:

- Experience of collection of booking fees and payments including for refreshments and equipment hire with accurate reporting.

#### Lead & 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.

## JOB TASKS:

- To open facilities as scheduled on time and provide cover during times of team holidays and sickness, as required.
- You will ensure booked facilities are available to centre users during hours of operation.
- Your role will not be site specific, and you could be used at any of the 3 sites as seen fit by the needs of the business.
- You will support the Facility Manager in developing policy and processes to make the Facilities a first rate experience for all users and stake holders.
- To 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 and any booking enquiries.
- 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 across all areas of your work.
- To actively promote use of the facilities by a broad range of users (particularly target groups such as female, disabled, and BME)
- To upload using Pyramid system all maintenance, mandatory servicing and reports.
- To task maintenance people/companies as and when needed.
- To raise invoices for all regular hirers and process using Participant system once in place (September 2023).
- 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.
- To maintain a detailed football pitch booking timetable for both the artificial grass pitch and natural grass pitches, to ensure that all user groups are aware of their allocated slots. To ensure that all users of the facilities have copies of the booking Terms and Conditions, and invoicing is kept up to date.
- To oversee contracts for the ongoing routine maintenance of the artificial grass pitches.
- To carry out daily maintenance tasks on the artificial grass pitch and the natural grass pitches such as litter picking, leaf collection and fence and goalpost safety checks in line with the pitch manufacturer or schedule of pitch maintenance guidance.
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- 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.
- 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.
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- Make sure all equipment needed for the sessions is provided and is suitable for user groups.
- Lead administrator for Views uploading of registers and for schools delivery and holiday programmes.
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