**Community Facility Assistant**

**Responsible to: Community & Sports Facilities Officer**

**Working Hours: Shift pattern evenings and weekends**

**Scale 5 (plus hours worked after 7pm are paid at time and a third)**

Post 15 hours per week , 52 weeks per year (4 weeks paid holiday)(FTE 15964) actual salary £6471 (this is enhanced to £8.45 per hour)(plus hours worked after 7pm are paid at time and a third)

The Sports and Community Assistants role is to assist the Community and Sports facilities officer in the day-to-day operation of the Sports Hall, Artificial Grass Pitch and other Academy facilities, providing a safe and efficient environment for hirers.

The main parts of the role include: opening and closing the facility and site gates, reception administration, equipment set-up and cleaning. Maintaining a high level of customer service is an essential aspect of the role.

**Job Description:**

• To maintain high standards of customer care, service delivery and health and safety, ensuring standards are maintained. Areas include; cleaning, administrative task such as customer booking enquiries, cash handling and security, dealing with complaints and issues from users for follow up by the Community & Sports Facilities coordinator, equipment safety checks, activity changes, assisting customers in using the facilities such as inductions and completing check sheets.

• To unlock and lock the buildings on site used by members of the public. The post holder will be required to set and unset alarms.

• To serve on the reception front desk, welcoming users, dealing with enquiries, answering the phone, taking bookings and keeping records of community user groups.

• To assume responsibility for users on the premises, contractors and any other visitors to the facilities.

• To provide First Aid Cover, report and investigate accidents, replenish First Aid Boxes.

• To ensure (in conjunction with cleaning staff) that all changing rooms and public areas are presented to a high standard.

• To ensure the preparation and setting up of all sports equipment as required by the booking programme.

•To ensure the organisation and safe operation of the equipment, including safe storage in appropriate storage areas.

• Attend training courses in line with the requirements of the job role and participate in continuous training programmes.

• Cover for other attendant s during annual leave and periods of sickness.

• Assist with centre coaching and instructional activities including children’s parties and holiday activities and assist and provide support for school and partnership activities and events.

• Undertake any other duties as required by the Sports and Community Facilities Coordinator

• The role will require lone working.

**Skills and experience:**

Able to work as part of a team and independently

Customer service

Communication (in person and on the phone)

Willing to work evening and weekend shifts

Time-keeping and personal organisation

Reasonable physical fitness

Basic IT skills

Willing to undertake necessary training for the role

**Qualifications:**

An Emergency First Aid at Work certificate (1 day course). If the individual does not already have this qualification they will required to achieve it as soon as possible within their probation period.

Equal Opportunities

Awareness, understanding and commitment to the pursuit of equal opportunities.

Ability to challenge discriminatory practice.

The Academy operates a safe recruitment process appointment to the post will be subject to suitable references and an enhanced Criminal Records Bureau check. The Academy is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment