

awesome!

JOB DESCRIPTION

JOB TITLE:	Sessional Facilities Supervisor
HOURS:	No guaranteed hours of work in any given week. Your actual hours to be worked each week will be as necessitated by the needs of the service.
SALARY:	£13.85 Per Hour
BENEFITS:	Opportunity to be a partner in an employee owned organisation
LOCATION:	Various across all six adventure playgrounds managed by Awesome
REPORTS TO:	Bookings Administrator

As a Partner in a employee led organisation you will share the responsibilities of ownership as well as its rewards. Partners in the organisation deliver this through the following commitments:

- **Taking responsibility for our employee led organisation success**

We take responsibility to deliver the right experience for all users and generate income to be reinvested for services we deliver to children and the wider community.

- **Build relationships through our mission vision and values**

We build relationships based on honesty respect and encouragement. We expect these behaviours of each other and demonstrate them at all times.

- **Creating real influence over our working lives.**

We take opportunities to develop ourselves, balance work and life priorities and have a say in our organisation.

MAIN PURPOSE OF JOB

1. To welcome and liaise with all who use/hire any of the six adventure playground buildings or external spaces
2. To promote the ethos and customer care standards through your example and relationship with those using the facilities.
3. To ensure that the building and environment is clean and safe, correctly arranged and assist with the smooth and efficient running of the premises hires.
4. Carrying out administrative duties and collecting relevant management information as directed by the Bookings Administrator in accordance with Awesome's procedures.

Main Tasks of Job

1. Ensure that each room and space hired is tidy and arrange furniture and equipment as required for each hirer/user, giving instruction on the use of equipment as necessary.
2. Ensure that the premises are opened up and closed promptly and in accordance with guidelines provided.
3. Ensure that the hirer is aware of the locations of facilities and their responsibility with regard to health and safety. Noting with the hirer the condition of the facilities at the beginning of the hire.
4. Make every effort to resolve any problems they may have and ensure that the terms and conditions of hire are adhered to at all times.
5. Ensure the hirer return the hired spaces to the standard agreed at the beginning of the hire. Return the layout once hirer/user has left (or if appropriate set up ready for next hirer/user) and make sure that all equipment has been left in situ and in working order.
6. Ensure the hirer as an opportunity to rectify any issues with cleaning or damage before before they leave the premises.
7. Report any missing items, breakages or damage to the Bookings Administrator at the earliest opportunity, ensuring photo evidence when possible.
8. Be able to climb stairs and do medium to heavy work including lifting and moving of furniture
9. To take responsibility for promoting and safeguarding the welfare of children and vulnerable adults, taking personal responsibility for ensuring attendance at regular free Child Protection training at a level commensurate with role.
10. To operate within professional boundaries when developing and maintaining relationships with children, young people and the wider community and contributing to a strategy for children and young people to engage in the service.

11.To work from any premises Awesome CIC occupies or any other reasonable location where Awesome is delivering a service.

12.Clean and sanitize designated facility areas (dusting, sweeping, vacuuming, mopping, restroom cleaning etc). If hirer

13. To adhere to all ways of working as specified in the employee's handbook

14.The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.


Post holder declaration	
Name:	
Signed:	
Date:	

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your **application form** how you meet each of the following essential criteria. Please ensure that your **address each one** of the criteria as this will be used to assess your suitability for the post.

Post Title: Sessional Facilities Supervisor		
REQUIREMENTS		
EDUCATION and EXPERIENCE		A/I/T*
E1	Candidates should have some experience of opening and closing facilities	A/I
E2	Proven experience of delivering excellent customer care standards	A/I
KNOWLEDGE, SKILLS and ABILITY		
E3	The ability to deal tactfully, calmly and effectively with a wide range of people from within the community	A/I
E4	Ability to maintain good customer care standards when dealing with irate customers, through tact and diplomacy, using effective complaints handling skills	A/I
E5	The ability to ensure that the safety and behaviour of the hirers is monitored to prevent injury, misuse and damage to facilities	A/I
E6	<p>Able to identify potential child protection issues and know what to do with this information</p> <p>Knowledge and understanding of</p> <ul style="list-style-type: none"> ● London Child Protection Procedures ● Working Together to Safeguard Children <p>Ability to work in accordance with national and local Child Protection and Safeguarding policies and procedures</p>	A/I
E7	Ability to adhere to and maintain effective relationships with children, young people, staff, parents, carers and other colleagues within appropriate professional boundaries	A/I
E8	Candidates must demonstrate an understanding of the requirements of delivering anti-discriminatory services	A/I
E9	Understanding of the legal Health & Safety requirements for the workplace	A/I
E10	Good communication and interpersonal skills, both written and verbal.	A/I
E11	Ability to work flexible hours to meet the needs of the service (daytime evenings, weekends,)	A/I
COMMITMENT TO EQUAL OPPORTUNITIES		
E12	Ability to adhere to the Awesome's Equal Opportunities Policy.	A/I

SPECIAL REQUIREMENTS OF THE POST		
E13	This role will require you to obtain a satisfactory clearance from the Disclosure and Barring Service formerly known as the Criminal Records Bureau (CRB) Disclosure	
E= Essential		
*Assessed by: A= Application I= Interview T= Test		