

**JOB
VACANCY**

FACILITY ASSISTANTS

Description:

The Moat House Leisure and Neighbourhood Centre is looking for 2 X Facility Assistant to work as part of a team to ensure that activities are set up on time and that the building meets a high level of cleanliness and presentation at all times.

The post requires applicants to be flexible and be able to work evenings and weekends.

Whilst cleaning is a key aspect of the post, the Facility Assistant is required to set up sports equipment according to the timetable and prepare rooms for seminars and courses in one of our two classrooms.

Applicants must be self-motivated with an enthusiasm to present the Centre to a high standard.

No experience is necessary and full training will be given to the right applicant.

Department:

Operations

Hours:

Average of 11.33 per week and 15 per week (over a 3 week Rota, Including evenings and Weekends)

Rate:

£7.1983 (topped up in line with NLW, if applicable)

Closing Date:

30th August 2017

Interview date:

5th September 2017

For more information about the role and an application pack, visit our website at www.coventrysports.co.uk and complete the short application form. For more information about the shift pattern, please contact Luke Cleaver on 02476 841720.

Coventry Sports Trust is an equal opportunities employer.
An Enhanced DBS Check may be required for the successful candidate.



Facility Assistant



Post Information

Service Unit: Operations

Location: Moat House Leisure and Neighbourhood Centre

Responsible to: Duty Manager (Operations)

Job Description

Role:

1. To support the Company in the provision of its range of sports, leisure, healthy lifestyle and ancillary services and activities.

Key Objectives:

1. To help ensure the Company's services and activities operate at all times within specified standards and to its Normal Operational Procedures and Emergency Action Plans.
2. To help ensure the Company services and activities meet, and whenever possible, exceed customer expectations; and that its facilities meet specified standards for safety and cleanliness.

Key Activities:

1. Maintaining a high standard of presentation and cleanliness throughout the Centre and its external areas at all times whilst on Duty
2. Operational duties, including the assembly, dismantling, carrying, moving and safe storage of equipment and furniture.
3. Supporting the Duty Manager to ensure that all customers have paid to use the facilities.
4. Complete cleaning tasks according to the Leisure assistant cleaning schedule and react positively to other cleaning requirements as they occur whilst on shift.
6. Perform quality checks as directed by the Duty Manager
7. Promotes and establishes a culture of 'inclusivity', 'customer care' and 'quality service' among colleagues and within activities and works actively to help ensure activities and events run promptly and to specified standards.
8. Confronts and tackles the conduct and behaviour of customers, visitors and other employees where not taking action may lead to injury or distress, either directly or through support of their manager or other appropriate employee(s).
9. Immediately reports to their Line Manager, Duty Manager or other appropriate employee, all issues of health, safety and welfare that may lead to harm of self or others, or takes remedial action as appropriate.

Person Specification		
Appointment Requirement: Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).	E / D	Assessment See end note
T1. Awareness of Health and Safety issues, the assembly and use of sports equipment.	D	1 and 3
T2. Written communication skills sufficient to compose standard reports and complete pro-forma, e.g. First Aid forms, 'incident' reports, time sheets etc.	D	1
T3. Oral communication skills sufficient to converse effectively with managers and colleagues, and to develop empathy with, and inspire confidence in customers.	E	2 and 3
T4. Practical cleaning experience and a commitment for quality	E	1 and 3
Organisational Requirements		
O1. Evidence of commitment to quality service provision and customer care in carrying out duties.	D	3
O2. Sensitive to how different customers may have different needs or expectations.	E	3
O3. Ability to work effectively with limited supervision	E	1 and 3
O4. Willingness to tackle known or suspected breaches to Company policies and procedures, or to legislation, directly or through support of supervisor.	D	3
O5. Shows the ability to prioritise work demands and ensures that all tasks are completed as per the Leisure Assistant schedule	E	1 and 3

Person Specification, continued		
Appointment Requirement: Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).	E / D	Assessment see end note
Organisational Requirements, continued		
O6 Advocates the Company's vision and values, and adheres to its Employee Code carrying out duties.	D	3
O7 Evidence of understanding the importance of confidentiality, and displays a willingness to maintain it.	E	3
O8 Understands the importance of Company uniform requirements, and displays a willingness to wear it.	E	3
Personal Requirements		
P1 Evidence of flexibility to comply with 'shift work', (usually including evenings, early starts, weekend and Bank Holiday working), in order to meet programme requirements.	E	1 and 3
P2. Evidence of ability to:		
a) work as part of a team		1 and 3
b) work under pressure		1 and 3
c) work to a number of varied and challengeable tasks	E	1 and 3
d) work independently to work programmes, seeking advice and guidance on new, complex or non-routine matters as appropriate		1 and 3
Continued Overleaf		

Assessment Notes

Assessment Codes:

1= Information contained on application form 3= Probing at the Interview

2= Test 4= Documentary Evidence

D = Desirable

E= Essential

Selection Notes

Coventry Sports Trust embraces the principles of equality and diversity it will ensure that the talents and resources of employees are utilised to the full. The Trust is therefore committed, wherever practical, to achieving and maintaining a workforce which broadly reflects the local communities in which we operate, and to creating a working environment which combats prejudice, stereotyping, harassment and undignified behaviour.

If you wish to discuss this further, please contact the Human Resources Team on 024 7625 2553.

Pre – Employment Checks

This post is subject to exemption from The Rehabilitation of Offenders Act 1974 and will require disclosure through the Criminal Records Bureau (CRB).

All appointments are subject to the receipt of satisfactory references, CRB, medical clearance and the ability to comply with the Asylum & Immigration Act (1996).

Other

The location shown at the top of this document indicates the principal location, but the successful candidate/s may be required to work from any location from where the Company currently, or in the future, operates its business.

The Company currently operates from Coventry Sports & Leisure Centre, Brandon Wood Golf Course and Moathouse Leisure centre.

The duties reflected in this Job Description should be used for guidance purposes only. All employees are required to carry out any duties commensurate to their role and salary.