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Facilities Assistant

Grade 3 Full Time 52 weeks a year 37 hrs a week

All Saints Sports Educational and Recreational Co Ltd (ASSERCo) is the body responsible for the out of hours Sports Centre facility, located on the All Saints Catholic High School site. The centre operates as a school sports facility during the day and is used by community and commercial users at other times. ASSERCo is also co-located with Goals Soccer Centre, a private company which operates the pitches on site.

The Trustees wish to appoint a full time Facilities Assistants to assist in the smooth running of our community sports programme which runs after school and at weekends/school holidays. The people appointed will need to be flexible in the hours they are requested to work to fit in with customer bookings. The successful candidates will provide support for customers while they are on shift as well as cleaning, facilities maintenance, setting up and tidying away of sports equipment and completing a variety of checks and Compliance tasks.

All applicants should have excellent interpersonal skills and be able to demonstrate organisation and attention for detail. Applicants will need to be able to work on their own initiative as part of a team under remote supervision. Training will be given for all roles as required. Candidates should have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

ASSERCo is committed to safeguarding and promoting the welfare and safety of children and vulnerable adults and expect all staff to share this commitment. All successful candidates will be required to complete an Enhanced Disclosure and Barring Service Check.

We value our diverse workforce and aim to work together to make the most of our differences. We welcome applications from everyone. Under the Disability Confident Scheme, disabled applicants, who meet the essential criteria of this job, are guaranteed an interview.

Job Description

Job Title:	Facilities Assistant 1 posts; full time
Responsible To:	Estates Officer
Responsible For:	None
Grade:	1 x Grade 3
	37 hours per week for 52 weeks per year The post holder will be required to work on a shift basis, working weekday evenings, and weekends
	Shifts Pattern : 2.30 pm - 10.30 pm Weekdays 7.00 am - 8.30 pm Weekends

1. Purpose of the job

- To oversee and supervise the out of hours programme of activities at the All-Saints Sports Centre. Providing a professional, welcoming and supportive environment for users of the Sports Centre.
- To ensure compliance with Health and Safety regulations and code of practice in the provision of a safe and healthy working environment for all users. Ensuring servicing and Compliance checks are completed on time and in an accurate and timely fashion, leasing with the Premises team at All Saints at times.
- To carry out repair and Maintenance tasks, and to ensure the day-to-day cleaning of the Sports Centre is carried out to a high standard.

2. Specific Duties and Responsibilities

- Liaise with the Bookings/Programme Manager to ensure that when setting rotas there is adequate cover for cleaning and supervision of customers.
- To undertake general supervision of customers and their activities, ensuring that all centre rules are observed and to act where appropriate.
- To ensure the Health and Safety procedures are observed throughout the centre and ensure that any risks, serious incidents, and injuries are reported and recorded by staff or customers.
- To follow the Normal Operating Procedures and carry out any action as detailed in the Emergency Action Plan.
- To carry out first aid as necessary for centre users, including acting as a First Responder when on shift.
- To supervise and undertake cleaning duties and set up and dismantle equipment as required in the centre and the car park area.

- To produce/maintain records made by staff about any broken sports equipment or fixtures and fittings in the sports centre and work with Company/Operations Manager, Sports Centre users and contractors to arrange the necessary repairs.
- To advise upon and facilitate general maintenance tasks as required including the management of annual maintenance activities.
- To obtain quotations and manage contractors for maintenance works.
- To assist customers and ensure customers enjoy a quality experience while at the centre.
- Where relevant provide in house staff training for any new staff and refresher training for existing staff.

And any other duties commensurate with the grade and falling within the scope of the post, as requested by Management.

3. Indicators of Performance

- Operational management of the Sports Centre provides a quality product/service in a safe and friendly environment.
- The repair and maintenance of the Sports Centre is maintained effectively, following a programme of development and within budget.
- The Sports Hall and associated areas are maintained in a clean and hygienic manner ensuring that they are fit for purpose.
- Relationships with Stakeholders is a positive and collaborative experience.

Person Specification – Facilities Assistant

	Essential	Desirable
Education, Qualifications and training	• A minimum of 5 GCSE at grade 4/C to include Maths and English • Willingness to undertake ongoing professional training • Experience in a similar position	
Knowledge and Experience	• General Maintenance skills and knowledge. • Good working knowledge of windows software including Office 365 and computer systems including Compliance Trackers. • Ability to undertake repairs and respond to issues in a timely manner • Knowledge of Compliance regulations • Experience of Facilities management.	Experience of Community projects
Aptitude and Skills	• Excellent customer service skills • Well organised • Ability to use initiative and demonstrate methodical approach to problem solving • Ability to prioritise and work to deadlines • Ability to work under pressure and be flexible when required • Strong interpersonal skills • Ability to use clear language to communicate information unambiguously	
Additional requirements	• Desire to enhance skills and knowledge • Willingness to undertake First Aid training and to be a first aider.	Knowledge and understanding of community sports