



JOB DESCRIPTION

JOB TITLE:	Casual Facilities Officer
GRADE:	Casual contract - £9.76 per hour Plus, a holiday allowance equivalent to 12.07% of pay for the hours worked
PURPOSE OF THE JOB:	<ul style="list-style-type: none">• To provide clean, safe, well maintained and appropriately prepared facilities for the hirers of the buildings and grounds of Goffs and Goffs-Churchgate.• To support the safe and efficient day-to-day running of the Trust's facilities.• To ensure that the facilities are ready for use for all users as required, manage site security and to perform customer service duties.
REPORTS TO:	Income Generation Manager/ Facilities Manager
STAFF REPORTING TO JOB HOLDER:	None
CONTACTS WITHIN SCHOOL:	Income Generation Manager, Facilities Manager, Head of Estates, Facilities Officers. Teaching and Support Staff, students, visitors (including parents) at each of the sites
CONTACTS OUTSIDE THE TRUST	<ul style="list-style-type: none">• Hirers of the Trust's facilities and their customers• Building trades contractors• Mitie contractors• Cleaning, grounds maintenance and other general contractors
MAIN AREAS OF RESPONSIBILITY:	<p>Security</p> <ul style="list-style-type: none">• Act as one of the key-holders for the sites, ensuring the building is opened and closed correctly at the start and end of shifts as appropriate, and ensuring all doors are locked and the alarm set when responsible for closing the building• To control access to the site and ensure facilities are only used when a valid booking has been made <p>Customer Service</p> <ul style="list-style-type: none">• Ensure customers hiring facilities are welcomed onto site, and provide a point of contact for enquiries and resolve any issues occurring during bookings• Deal with customer complaints and queries as they arise• Ensure all facilities used by the hirers are fit for purpose• Report any hirer issues to the Income Generation Manager• Report any site or facility issues to the Facilities Manager

	<p>Facilities Management</p> <ul style="list-style-type: none"> • Identify any faults within the buildings and repair where possible, or raise a ticket through the ticketing system • Ensure both sites are clean and free of rubbish throughout your shift and are ready for the next school day. <p>Health and safety</p> <ul style="list-style-type: none"> • Acting as a Fire Warden • Ensure the building is safe for use by ensuring all health and safety procedures are followed, standards are met, legislation complied with, hazards identified and remedied or reported in a timely manner <p>Other specific responsibilities</p> <ul style="list-style-type: none"> • Monitoring the standards of cleanliness reporting any deficiencies via the ticketing system • Monitoring the standards of grounds maintenance on a daily basis, reporting any deficiencies via the ticketing system • Working with the Facilities Manager ensuring the sites remain open as far as is practicable particularly in times of inclement weather, by helping with snow and ice clearing operations <p>General Operations</p> <ul style="list-style-type: none"> • Assisting the Facilities Manager in co-ordinating requests from staff for facilities support (e.g. setting up for assemblies, parents’ evenings etc.) and ensuring that the facilities are returned to normal use as soon as possible after such events • Responsibility for safeguarding and promoting welfare of children • Other duties which may arise from the use of the schools’ facilities
<p>KNOWLEDGE, EXPERIENCE and TRAINING</p>	<ul style="list-style-type: none"> • Flexibility and sensitivity to the needs of a wide range of users of the Trust’s facilities • Liaising with hirers and other users of the facilities as and when required, dealing with issues that may arise from their use • Awareness of the main requirements of health and safety legislation and good practice relevant to the duties of the post • Evidence through DBS check and recruitment process of suitability for working with children.
<p>WORKING ENVIRONMENT</p>	<p>Some of the work will be outdoors, in all weathers, and may involve working at height</p>
<p>ADDITIONAL INFORMATION</p>	<p>The Trust’s hirers are in attendance from 4.30pm to 10pm Monday to Friday and from 8am to 5pm on the weekends. To meet these requirements, the jobholder/s will be expected to work hours based around these opening times. You may be</p>

	asked to work later weekend shifts to cover events, on an ad-hoc basis. These shifts may finish at 1am.
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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.