

Job Description

Job Title: Community Facility Development Officer	ENsc4
Section: Enable Leisure & Culture	Department: Enable Leisure and Sport Services (LSS)
Responsible to: Operations Manager	Date:
Post Number: LE015	

Job Purpose

Responsible for the day to day operation of an Enable Leisure and Sports Services Sports Facility including the following:-

Ensures that the service is provided to the standards required by the organisation, Government Legislation and governing body rulings.

Attend to all routine office administration including but not limited to answering queries from the general public both verbally and in writing, managing bookings, recording all accidents/incidents, issuing tickets and facility passes and recording daily attendance figures.

Main Duties and Responsibilities

Community Engagement

1. To work alongside Enable's Leisure & Sport Fundraising Officer to identify and apply for suitable funding opportunities
2. To promote and market local activities to build awareness and share the impact of the work
3. Maintain and develop new partnerships and relationships within the local communities within the designated area to promote use and offer pathways into physical activity.
4. To develop and implement a successful children's activity programme to be rolled out across the Leisure facilities, including but not limited to holiday activity, after school provision and a school session offer.
5. To monitor and evaluate the programme delivery including attendance data, case studies and measuring impact along with producing utilisation reports, identifying areas for improvement and planning corrective action.
6. Positively engage with local clubs, schools and community groups to promote programmes and services Enable have to offer

Operations

7. Acts as receptionist by taking entrance fees, operating electronic booking and management system and checking and balancing tills at end of work period.
8. Prepares the facility for upcoming bookings, ensuring correct markings of sports pitches are in place. Making sure all areas are hazard free before use.
9. Assists customers by preparing and setting up equipment in advance and throughout the day as required.
10. Maintains and repairs the equipment as necessary.
11. Issues and monitors use of equipment.
12. Maintains the all facility areas as necessary by clearing any litter or untidy articles.
13. Maintains, keeps clean and tidies the facility including changing rooms, toilets and outside area etc. Carry out all cleaning duties as required.
14. Responsible for taking deliveries of goods and equipment
15. Ensure that the premises are secure when locking up at night and being responsible for a set of keys.
16. Liaises with relevant officers to ensure the general security, upkeep and maintenance of the facility.
17. Liaises with clubs, associations and schools to promote and encourage use of the facility as and when required.

Generic Duties and Responsibilities

- To comply with all the Enable's Codes of practice, including the code of conduct, and policies and procedures concerning data protection and health and safety.
- To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients; to work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected and to report any instances of inappropriate behaviour or discrimination.

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Person Specification

Job Title: Community Facility Development Officer	Grade: ENsc4
Section: Leisure	Department: Enable Leisure & Sports Services
Responsible to: Operations Manager	Date:
Post Number: LE015	

A - Application form I – Interview T – Test C – Certificate (original evidence)	
Requirements	Assessed by A & I/T/C
Knowledge	
1. Understanding and insight of the sport and physical activity sector	A/I
2. Sound knowledge of the local area/ demographics and local organisations	I
3. Knowledge of Health & Safety issues relevant to a sports facility.	I
4. Understanding of safeguarding and the implications for service delivery.	I
Experience	
5. Experience of developing and delivering targeted activity projects and increasing participation.	A/I
6. Experience of working with people of all levels including community leaders, local authority delivery partners and creating and maintaining productive relationships.	A/I
7. Experience of working within a sports facility or general service environment.	A
8. Experience of dealing with customers, handling complaints and difficult situations effectively in person and over the telephone.	
9. Experience of using an electronic booking system, Microsoft office and producing required reports.	
Skills	
10. Confident, with excellent written and verbal communication skills.	I
11. Able to follow instructions, work systematically, demonstrate effective organisational skills and keeping accurate records.	I
12. Able to work as part of a team and regularly work unsupervised, use own initiative and make decisions to the appropriate level.	I
13. Able to demonstrate an awareness of and a commitment to improving customer services	A/I

14. Able to demonstrate competent administrative skills and numeracy skills	A/I
15. Able to carry out operational duties such as setting up and repairs of sporting equipment.	
Qualifications	
16. First Aid qualification	C
17. Any sports qualification including coaching or best practice (desirable not essential)	C
Special Requirements	
18. Able to work out of normal office hours including evenings, weekends and bank holidays as part of a shift pattern.	A
19. A genuine enthusiasm for sport and ability to promote the benefits of physical activity and exercise to all.	I