

PART 2 - Role Profile



Role Profile

Job Title: Community Use Attendant			
Reference No:	A5708		
Service:	Communities and Neighbourhoods		
Job Family:	Cleaning/Caretaking/Janitorial	Grade:	FC3

Purpose
To undertake duties relating to the security, hygiene and smooth operation of Community Use facilities and surrounding grounds and to support the operation and delivery of the Community Use and Council programme and activities.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Ensuring that the Community Use facilities and grounds are opened at prescribed times, to support the operation and delivery of the Community Use & Council programme and activities, and that they are secure at the end of the working day. This includes internal, external and outdoor facility key holder duties within opening hours.	Practical knowledge in a customer facing environment Experience in an appropriate environment	✓	✓
Preparing, adapting and restoring, as appropriate, all areas and equipment used so that the maximum benefit is afforded to all user groups. Ensuring that areas are set out/cleared as required for a range of uses, including the removal and storage of chairs and tables, erecting and dismantling stages, seating systems, platforms, sports equipment, all in accordance with health and safety and manual handling procedures.	Organisational skills (Deliver results) Manual Handling skills Ability to provide a regular and effective service	✓ ✓ ✓	
Patrolling Community Use facilities and associated grounds, monitoring public areas and generally ensuring that security is maintained during hours of opening. This will include operation of a door security and alarm systems, and the use of radio communications.	Ability to provide a regular and effective service	✓	
Ensuring the safe and efficient procedures of a range of Community Use buildings	Practical knowledge in a customer facing environment Experience in an appropriate environment	✓	✓

Coordinating fire evacuation and system testing procedures / equipment and liaise with the fire service, when required.	Ability to travel throughout Fife	✓	
Liaising with users and ensuring the booking times, facilities and equipment are as agreed and that the effect of any unexpected alterations to the programme is minimised.	Customer Service skills (Focus on customers – See ‘How We work Matters’ Framework) Experience of working with the public	✓ ✓	
Accepting bookings and payments as directed by the Service, which requires the operation of booking procedures and systems.	IT skills (Embrace technology and information) Numeracy skills	✓ ✓	
Answering telephone and customer enquiries.	Communication skills Literacy skills	✓ ✓	
Providing a high standard of customer service.	Knowledge of dealing with complaints (Focus on customers) Experience of working with a range of client groups and service users (Work together)	✓ ✓	
Enabling and disabling the alarm systems within opening hours and responding to any incidents related to the alarm systems out with opening hours.			
Reporting, recording and following up on emergency and non-emergency repairs / issues.			
Cleaning and maintaining all designated internal and external areas to a high standard	Cleaning skills (Deliver results) Knowledge of health and safety, Control of Substances Hazardous to Health (COSHH) Knowledge of risk assessment	✓	✓ ✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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CU Pools (Glenwood, Balwearie, Inverkeithing, Lochgelly)			
Undertaking pool tests and monitoring in accordance with agreed procedures - where there is a swimming pool on site.	Experience/knowledge of pool plant operation		✓
Pool Lifeguard (Glenwood, Balwearie, Inverkeithing, Lochgelly)			
To oversee the general safety and behaviour of both general users and swimming pool users, and to direct their activities to prevent injury or misuse and damage to facilities.	Competent and qualified in all areas of NPLQ Competent and qualified in the application of First Aid Competent in the administration of a Defibrillator Observe all pool users and anticipate problems Knowledge of Health and Safety (COSHH and Risk Assessment)	✓ ✓ ✓	✓ ✓

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none">• Skills Framework (if applicable)• How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.