



Role Profile

Community Use Cluster Supervisor

Reference No.	A4377	Type	Individual
Service	Communities and Neighbourhoods		
Job Family	Para Professional 3	Grade	FC5

Purpose

Supervise the operation of Community Use facilities within a geographic cluster ensuring they are fit for purpose and operate efficiently and effectively.

Support the Community Use Lead Officer and Community Use Team Manager within their remits and defined geographical areas of responsibility.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Responsible for day to day supervision of a cluster of Community Use facilities including deploying Community Use Caretaker/Cleaners, Janitor / Leisure Attendants to facilities ensuring all programme requirements and realistic demands by service users are met.

Engaging with individuals and groups using the community facility in an appropriate manner ensuring that Council service provision is a positive experience for all facility users.

Providing support to staff within the area teams in relation to the pursuit of agreed Community Use objectives.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent experience in a relevant field

✓

Up to two years relevant management experience

✓

Evidence of continued professional development

✓

Ability to provide a regular and effective service

✓

Communication skills both written and oral

✓

Experience and evidence of taking action and making decisions

✓

E = Essential Criteria D = Desirable Criteria

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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
	Time management skills and experience	✓	
Contributing to the achievement of the key priorities and milestones set out in the Service Improvement Plan, and other relevant strategy documents.	Knowledge and awareness of the Political environment		✓
Ensuring appropriate financial management systems are in place and properly used within Community Use facilities and undertaking cash handling and banking responsibilities for facilities as required. Monitoring local income and expenditure of facilities in cluster including weekly income and expenditure and banking returns. Advising the Community Use Lead Officer about any issues relating to income and expenditure.	Cash handling experience Experience of budget management	✓	✓
Authorising minor expenditure and undertake Purchase Card responsibilities and similar Council financial systems	Experience of financial systems and processes within the Council		✓
Implementing and Maintaining comprehensive and effective information systems for quality control, security and key holders, booking procedures, health and safety requirements, caretaking and cleaning processes and procedures ensuring that information from halls and centres in cluster is correctly collected, recorded, stored and used.	IT Skills	✓	
Providing regular briefings for staff, elected members and other parties to ensure that developments in Community Use are adequately communicated.	Experience and ability to take a team approach and build good relationships with colleagues, partners and customers Knowledge of local developments	✓	✓
Collating and monitoring statistical information on a weekly basis and maintain information for performance indicators.			
Contributing to the development of procedures and practices for Community Use.	Ability to develop and implement systems and procedures which improve administration and business processes		✓

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Undertaking checks and regular audits, inspections across the area to check level of performance and compliance against required standards, legislative requirements and operational need including information from user groups and hirers to ensure compliance with bookings procedures.	Knowledge and understanding of local government and partnership working Sensitivity to clients and customer's needs Experience of understanding client needs and accommodating user views with differing priorities	 ✓ ✓	✓
Preparing and monitoring work pattern requirements for Community Use staff in a specified cluster, including staff rotas, allocation of duties, hours and patterns of work ensuring that they are based on programme requirements.	Experience and evidence of effective delegation	✓	
Processing Staffing related developments, time and expenses claims, annual leave, sickness, return to work via corporate systems	Experience of delivering on organisational goals Commitment to improve standards and corporate / service communications Commitment to corporate values and objectives	✓ ✓	 ✓
Participating in recruitment, responding to staff performance management related issues, referring to Community use Lead Officer as required.	Experience of dealing with complex situations Good interpersonal skills	✓	 ✓
Supporting staff through team meetings, developing skills and identifying training requirements. and implement attendance management policy and procedures. Participating in staff team meetings and briefings on a regular basis. Participating in training and assisting in the identification of training requirements for staff.	Negotiating Skills Presentation skills	✓	 ✓

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Undertaking duties relating to the operation of buildings and associated annexes ensuring minimum disruption to the daily activities of facility users.			
Ensuring that arrangements are in place for facilities to be opened at prescribed times and appropriately secured after use.			
In conjunction with Caretaker / Cleaners, maintain an inventory of stocks of necessary cleaning and caretaking supplies to ensure the effective operation of the facility, and ensure that orders are processed timeously to replenish stocks as required.	Influencing skills		✓
Devising site specific risk assessments and operational procedures reflective of current H&S guidelines and compliance and ensuring standards of cleanliness, hygiene and Health & Safety are maintained and monitored.	Knowledge of Health & Safety	✓	
Undertaking regular inspections and audits in relation to fire risk assessment, public entertainment, Legionella, Defibrillators, Health & Safety requirements, and other regulatory tasks to check level of compliance against various standards required. Maintain accurate records of all inspections.	Experience and evidence of dealing with resource constraints and overcoming obstacles		✓
Coordinating and dealing with emergency situations within Community Use facilities in accordance with agreed procedures.			
Working in partnership with management committees occupying Community Use facilities. In particular, building compliance, trusted key holder developments, facility upgrades and H&S compliance issues.			
Responding to customer comments, complaints, suggestions demands or requirements at a local level, referring to the Community Use Lead Officer if not able to resolve locally.			
Identifying planned maintenance and capital programme needs and advice Community Use Lead Officer accordingly.			
Collating and maintaining records of repair requests ensure work is carried out satisfactorily and signed off and liaise as and when			

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required with outside contractors either directly or through Property Services staff, or other relevant facility staff e.g., PPP contractors, Asset Management staff including Janitors / Cleaners.			
Assisting with manual handling tasks in facilities at times when this may be required such as the organisation of a large scale event or in the event of a temporary staff shortage. This could include the movement of furniture or equipment.			
Acting as key holder for buildings in cluster and undertake security duties as required.			
Carry out other facility management tasks as delegated from time to time by the Service and or Community Use Management Team.			
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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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:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

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.