



# Role Profile

## Community Use Facility Supervisor

Reference No.	1544.02	Type	Individual
Service	Communities and Neighbourhoods		
Job Family	Para Professional	Grade	FC4

### Purpose

Be responsible for the day to day management of Community Use facilities within a defined geographic area, ensuring they are fit for purpose and operated efficiently and effectively.

Supervise the operation of a Community Use specified facility ensuring it is fit for purpose and operates efficiently and effectively.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Support the Community Use Team Manager and Co-ordinator / Lead Officer within their remits and defined responsibility.	Up to 2 years' experience in supervisor role and/ or minimum 5 years' experience working in a Community Centre  Organisational skills  Knowledge of local developments  Ability to prioritise objectives (Deliver Results – See How We Work Matters)	✓  ✓ ✓ ✓	
Supervise Community Use staff within specified facility ensuring all programme requirements and realistic demands by service users are met.	Problem solving skills  Negotiating skills	✓  	✓
Engaging with individuals and groups using the community facility in an appropriate manner ensuring that Council service provision is a	Experience of working with the public	✓	

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positive experience for all facility users. Providing a high level of customer care.	Customer care awareness (Focus on customers)  Experience in Local Government and understanding of partnership working (Work together)  Evidence of taking action and making decisions.	✓  ✓	✓	
Providing support to staff within the area teams in relation to the pursuit of agreed Community Use objectives.				
Contribute to the achievement of the key priorities and milestones set out in the Service Improvement Plan, and other relevant strategy documents.	Commitment to corporate values and objectives	✓		
Ensuring that Community Use facilities and grounds are opened at prescribed times, 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.	Ability to provide a regular and effective service (Take ownership)	✓		
Agreeing and monitoring work pattern requirements for Community Use staff, including staff rotas, allocation of duties, hours and patterns of work ensuring that they are based on programme requirements. Assisting Cluster Supervisor with staffing rotas, when required.	Experience and ability to form good working relationships with colleagues and to work co-operatively in a team  Influencing skills	✓	✓	
Participating in training, assisting in the identification of training requirements for Community Use staff and dealing with attendance management issues.				
Accepting bookings and payments as directed by the Service.	Cash handling skills	✓		
Enabling and disabling the alarm system within opening hours and respond to any incidents related to the alarm system out with opening hours.				
Devising site specific risk assessments and operational procedures reflective of current H&S guidelines and compliance.				

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Undertaking weekly tests of fire alarm, firefighting equipment and record in appropriate Fire Safety Log.	Able to demonstrate the ability to complete paperwork (Embrace technology and information)	✓	
Preparing, adapting and restoring all areas and equipment used so that the maximum benefit is afforded to all user groups. Ensuring that halls/sports halls/public areas/classrooms are set out/ cleared as required for a range of uses, including the removal and storage of chairs and tables, erecting and dismantling stages, platforms, sports equipment etc. where possible.	Experience and ability to carry out manual handling tasks including setting up and dismantling equipment, table chairs, and sports equipment	✓	
Patrolling the premises and associated grounds, monitoring public areas and generally ensuring that security is maintained during hours of opening. Ensuring that litter is cleared regularly from inside the building and from all external surfaces within the boundaries of the establishment. In the event of snow and frost, clearing of pedestrian access. Ensuring that body and other emergency spillages are dealt with in accordance with agreed procedures.	Cleaning experience	✓	
Liaising with users and ensure the booking times, facilities and equipment are as agreed and that the effect of any unexpected alterations to the programme is minimised.	Communication skills both written and oral	✓	
Answering telephone and customer enquiries this may include operation of a door security system and the use of radio communications.	Ability to prioritise and multi task	✓	
Observing established Protection procedures (both Child and Adult) and ensuring reporting any concerns as per Service Protection Procedures. Contributing to the development of procedures and practices for Community Use.	Ability to work well on own initiative and be self-motivated	✓	
Undertaking checks and audits of information from user groups and hirers to ensure compliance with bookings procedures. Collating and monitoring statistical information on a weekly basis and maintain information for performance indicators.			

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Carrying out prescribed procedures in the event of fire, flooding, accident or damage including liaising with the appropriate staff, contractors etc.			
Informing the Co-coordinator / Lead Officer as and when security or safety risks arise. Also take appropriate action where it is deemed safe to do so, including liaison with the police, e.g. in relation to unauthorised entry or vandalism.			
Responding to incidents related to the fire alarm system including false alarms, replacing break glass points and regular fire drill procedures.			
Observing established health and safety procedures and ensuring these are applied appropriately including undertaking Legionella testing and asbestos monitoring and emergency lighting testing in line with the Health and Safety at Work Act.	Knowledge and understanding of: Health and Safety, Risk assessment, Manual Handling, COSHH, Staff rotas.	✓	
Ensuring that internal and external areas are adequately lit including replacing lighting materials and fuses in accordance with agreed procedures.			
Liaising as 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.			
Transporting materials and equipment throughout the building, ensuring that these stored appropriately.			
Assisting with other areas of facility operation. e.g. Reception - dealing with enquiries from members of the public, issue of sports equipment, check bookings.	Ability to develop and implement systems and procedures which improve administration and business processes.		✓
Undertake any duties as directed by Cluster Supervisor/Co-ordinator/ Lead Officer to ensure the smooth running of the establishment.			
The post holder will be required to work unsocial hours including evenings and weekends, in order to cover establishment opening hours. The post holder will require to attend regular on-going training in order to meet the needs of the post and service delivery.			

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – 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				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	
<b>Additional Information</b> – the following information is available:		<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:		
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>		<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>		