

## PART 2 - Role Profile



# Role Profile

| Job Title: Community Use Assistant Cluster Supervisor |                                |        |     |
|-------------------------------------------------------|--------------------------------|--------|-----|
| Reference No:                                         | A5709                          |        |     |
| Service:                                              | Communities and Neighbourhoods |        |     |
| Job Family:                                           | Cleaning/Caretaking/Janitorial | Grade: | FC4 |

| Purpose                                                                                                                                                                                                                                            |
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| Assisting with the operation of Community Use facilities, programmes and activities ensuring they are fit for purpose and operate efficiently and effectively.                                                                                     |
| Responsible for facility, fleet assets and resources which includes transportation, moving and handling, setup / dismantle, support and instruction on the use of resources across Fife. On occasions, driving the minibuses to support provision. |
| Assist the Cluster Supervisor and Community Use Lead Officer with service delivery.                                                                                                                                                                |

| 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         |
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| Assisting with day-to-day supervision and operation of Community Use facilities, resources, assets, and fleet.                                                                                          | Ability to provide a regular and effective service (Deliver Results – See 'How We Work Matters' Framework)<br>Educated to SCQF level 6, which includes NC or equivalent or significant experience in a relevant field<br>Up to two years relevant Halls and Centres / Facilities Management experience<br>Evidence of continued professional development | ✓<br>✓<br><br>✓ | <br><br>✓ |
| Assisting individuals and groups using the community facility and associated resources in an appropriate manner ensuring that Council service provision is a positive experience for all facility users | Communication skills both written and oral                                                                                                                                                                                                                                                                                                               | ✓               |           |

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| Providing support to staff and customers within the area teams in relation to the pursuit of agreed Community Use objectives.<br>This may include resources and specialist equipment relocated from other venues alongside the relevant instruction and support with use of the equipment.             | Experience and evidence of taking action and making decisions (Deliver Results – See How We Work Matters Framework)<br>Time management skills and experience                                                                                   | ✓<br>✓ |   |
| Overview of the vehicle fleet and the necessary routine checks / maintenance, completion of documentation, reporting defects and liaison with Fleet Services and other fleet contractors.                                                                                                              | Knowledge of Health and Safety and Risk Assessment                                                                                                                                                                                             |        | ✓ |
| Assisting with the supervision of Caretakers as / when required, particularly in the absence of Cluster / Facility Supervisors.                                                                                                                                                                        | Experience of supervising staff                                                                                                                                                                                                                |        | ✓ |
| Assisting with minor expenditure, undertake Purchase Card responsibilities and Oracle resource procurement and similar Council financial / procurement systems.                                                                                                                                        | Experience of financial systems and processes within the Council                                                                                                                                                                               |        | ✓ |
| Implementing and maintaining comprehensive and effective systems for area resources, inventories, stock rotation, deliveries, ordering and receipting, health and safety requirements, and general resource deployment in a timeous manner.                                                            | IT Skills (Embrace technology and information)                                                                                                                                                                                                 | ✓      |   |
| Assisting with collation and monitoring statistical information on a regular basis and maintain information for performance indicators.                                                                                                                                                                |                                                                                                                                                                                                                                                |        |   |
| Assisting to the development of procedures and practices for Community Use                                                                                                                                                                                                                             | Ability to develop and implement systems and procedures which improve administration and business processes                                                                                                                                    |        | ✓ |
| Assisting with 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 current terms and conditions. | Knowledge and understanding of local government and partnership working<br>Sensitivity to clients and customer's needs<br>Experience of understanding client needs and accommodating user views with differing priorities (Focus on customers) | ✓<br>✓ | ✓ |
| Assisting with the preparation 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.                                                                       | Experience and evidence of effective delegation.                                                                                                                                                                                               |        | ✓ |
| Assisting with staffing related developments, time and expenses claims, annual leave, sickness, return to work via corporate systems                                                                                                                                                                   | Experience of delivering on organisational goals<br>Commitment to improve standards and corporate / service communications<br>Commitment to corporate values and objectives                                                                    | ✓<br>✓ | ✓ |

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| Assisting with recruitment, responding to staff performance management related issues, referring to Cluster Supervisor / Community use Lead Officer as required.                                                                                                                                                                        | Experience of dealing with complex situations<br>Good interpersonal skills                             | ✓ | ✓ |
| 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<br>Presentation skills                                                              | ✓ | ✓ |
| Undertaking duties relating to the operation of buildings and associated annexes ensuring minimum disruption to the daily activities of facility users                                                                                                                                                                                  | Ability to provide a regular and effective service                                                     |   | ✓ |
| 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                                                                                     |   | ✓ |
| Assisting to devise 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                                                                           | ✓ |   |
| Assisting with 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 (Take ownership) |   | ✓ |
| 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.                                                                                                                                 |                                                                                                        |   |   |
| Assisting to identify planned maintenance arrangements and requirements 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 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                                                                                                                                                                                             |                                                                                                        |   |   |

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| the event of a temporary staff shortage. This could include the movement of furniture, equipment and other resources. |  |  |  |
| Acting as key holder for buildings and undertake security and compliance duties as required.                          |  |  |  |

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| Carry out other facility management tasks as delegated from time to time by the Service and or Community Use Management Team.                                                                                       |                                                                                                                                                       |          |             |
| Driving the mini bus in order to transport associated elderly centre user groups to and from the centre, as and when required. Assisting, settling and securing passengers prior to the commencement of the journey | Full UK Driving Licence (Take ownership)<br>Full UK Driving Licence with D1 category<br>Passenger Carrying Vehicle (PCV)<br>Licence MIDAS Certificate | ✓        | ✓<br>✓<br>✓ |
| Ensuring that a designated responsible person is in attendance when passengers are on board. Assisting passengers to alight to and from the vehicle.                                                                | Customer service skills (Focus on customers) Experience of working with elderly people                                                                | ✓        | ✓           |
| Undertaking work and providing cover at other council establishments across Fife, on occasion.                                                                                                                      | Ability to travel throughout Fife within a limited timescale                                                                                          |          | ✓           |

| <b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>                                                                                                |                                                                                                                                                                                                                         |
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| <b>Before confirming appointment:</b> 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. |                                                                                                                                                                                                                         |
| <b>Additional Information</b> – the following information is available:                                                                                                                        | <b>Expected Behaviours</b>                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>                                                                         | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |