

Job Description

Job title:	Facilities Worker
Location:	Coram's Fields, 93 Guilford Street, London, WC1N 1DN
Salary:	£28,860 per annum
Benefits:	Defined contribution pension scheme, tax free childcare scheme, cycle to work scheme, employee assistance programme (EAP), season ticket travel loan
Annual Leave:	26 days p/a (plus bank holidays)
Reporting to:	Buildings and Facilities Manager
Contract:	Permanent full-time
Hours	37.5hrs per week, includes regular evenings and weekend work. To be worked flexibly between the hours of 7am and 10.30pm from Monday to Sunday, subject to rota.

Role Summary

You will be an integral part of a team responsible for the day-to-day smooth running and maintenance of Coram's Fields sports facilities, including our three eight a side 3G football pitches, basketball court and sports changing rooms. This is a very varied and fully operational role and will involve a good deal of manual work, often outdoors.

Our sports facilities form an important part of our seven-acre site, providing opportunities for children and young people to gain essential access to high quality sports facilities for free, removing barriers to sports participation for local young people. Alongside this, our football pitches provide essential income for the charity through the provision of commercial hire opportunities

Main Responsibilities:

The successful management, maintenance, and day to day running of Coram's Fields park, playground and facilities relies on a multi skilled and flexible team. The responsibilities below are the key requirements of the role however, from time to time, you may be asked to do other tasks to ensure the successful running of the site

- You will carry out a range of regular and non-cyclic tasks in relation to the maintenance and upkeep of our sports facilities including: tractoring and sweeping our football pitches, net replacement, rubber replenishment, leaf and pollen clearance, moss removal and water testing
- You will carry out a programme of opening/closing procedures and daily checks to ensure that our sports facilities are clean, tidy, safe and ready for the public to use at all times including: sweeping/mopping of changing rooms and toilets, litter picking and emptying of bins
- You are responsible for closing our football pitches and changing rooms down at the end of the evening, ensuring that all our facilities are locked up and that the site is left secure

- You are responsible for administering sports facility bookings through our online booking system including: commercial, schools, charities, and voluntary sector organisations, liaising with the office, our third party booking provider and clients, to address and resolve any issues that arise
- You are responsible for the effective and safe management of our sports facilities, working with colleagues to ensure that park/facilities rules are adhered to and that unacceptable behaviour is appropriately addressed in line with procedures and risk assessments
- You will proactively manage the use of our sports facilities, particularly during busy periods, ensuring that all children and young people have equal access to play including through the allocation of pitches/courts and in bringing groups together to play
- You are the first point of contact for all sports facility hires, providing any information required, allocating changing rooms and ensuring that those using our facilities receive excellent customer service throughout their visit
- You will support the work of the grounds team, through deployment to the main park, playgrounds, and facilities during periods of sickness/absence and to cover breaks.
- You will support a range of events and park hires throughout the year, setting up and taking down equipment, stewarding events and working with the rest of the grounds/sports team to ensure that all health and safety requirements are met
- You are a visible public presence across the park, ensuring that users respect the park and facilities, diffusing difficult situations and reporting and recording incidents as appropriate
- The safety of children and vulnerable adults that use our services is of paramount importance to us. You must report any safeguarding concerns in line with Coram's Fields safeguarding policy. As you might expect, this role requires a satisfactory DBS check and registration with the DBS tracker service, given the nature of the work and regular interaction with children.
- You will attend regular training to refresh skills and acquire new knowledge as appropriate to the needs of the role.
- To be an allocated first aider on site, providing first aid response and intervention where appropriate and liaising with emergency services

Other Duties:

1. You may be needed to take on additional tasks that may be requested from time to time by your line manager, as may be consistent with the nature and scope of this post.

Person Specification

	Essential	Desirable	Evidence
Qualifications	Introductory level qualification in sports/leisure and facility maintenance (minimum level 2)	Advanced qualifications in sports, leisure, or facility maintenance e.g. foundation degree Recognised qualification in synthetic pitch maintenance and/or hard sports surface maintenance SIA security guard licence Safeguarding training Working at heights training COSHH training First Aid at Work qualification	Application
Experience	Experience of facility management/maintenance, ideally within the sports/leisure sector Experience of using a range of maintenance systems, processes, and procedures, ideally in a sports and leisure facility environment (including where appropriate online systems) Experience of working with and alongside external contractors to support the delivery of effective sports/facility maintenance Experience of working in a public facing role, preferably in a busy public environment such as a leisure centre/park Experience of public events and the ability to work as part of a team to deliver the safe running of these	Experience of carrying out a range of inspections for the purposes of compliance, e.g. water testing Experience of hard and soft landscape maintenance in areas such as, playgrounds, sand and water, green spaces/gardening Experience of administering/using online booking systems	Application and interview

Skills	The ability to take on a range of practical tasks to maintain our sports facilities including: painting/decorating, cleaning, hard court maintenance, sweeping, fixtures and fittings, plumbing, roof and gutter clearance The ability to identify and prioritise work schedules Excellent communication and interpersonal skills. Approachable and friendly with the ability and confidence to engage with a range of park users including children, parents and adults hiring our facilities The ability to deal with conflict and diffuse situations to achieve an appropriate resolution. Good IT and digital skills, including good working knowledge of e-mail and online systems (ideally maintenance and booking systems)	A range of specialist skills in areas such as: plumbing, electrical, carpentry	Application and interview
Knowledge/attributes	High standards of work and close attention to detail to ensure facilities are maintained to a high level. Knowledge of COSHH and the regulations regarding the storage of chemical substances relevant to the role. Understanding of and experience of applying risk assessments to ensure a safe working environment Knowledge and experience of incident and accident reporting	Knowledge of safeguarding and the application of good safeguarding practice within the context of a public space.	Application and interview