

COMMUNITIES	
Job Description	
FACILITIES ASSISTANT	
Grade LS 15/14	Competency Framework
Responsible to:	Facilities Supervisor
Responsible for:	No formal staff management responsibilities but providing direction, support and guidance to the cleaners and football attendants
Job Objective:	To ensure that Rushcliffe Borough Council's Community Leisure, Arena, and all other facilities/venues consistently operate to the highest standards of presentation and safety and that all users receive excellent customer care. To provide facilities support to the wider organisation as and when required.
Main duties and responsibilities:	1. To be an ambassador for the service, liaising with customers, staff and Councilors in a supportive and courteous manner to present a positive image.
	2. Inspect facilities to ensure they remain operational on a day to day basis, dealing with minor items of repair/maintenance or reporting more significant works required.
	3. Work as part of a team of staff to open and close facilities in a timely manner, cleaning and preparing them to meet customer needs (including setting up tables, refreshments and maintenance/replenishment of equipment).
	4. Open and close parks and open spaces, carrying out litter picking and regular systematic patrols to supervise their use, recording and reporting usage and issues as appropriate.
	5. Undertake regular building/health and safety checks including testing fire alarms, emergency lighting, and legionella flushing.
	6. Follow health and safety procedures/risk assessments at all times addressing or reporting any concerns immediately.
	7. Undertake customer viewings in a professional and sales focused manner communicating effectively with the bookings office to secure sales.
	8. Provide a visible presence during significant function hire and Council meetings, assisting as required to support the event and deliver high levels of customer care.

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| 9. Work closely with the bookings officer(s) and facilities manager to deal with operational issues and provide co-ordinated out of hours support to staff and customers. |
| 10. Undertake administrative duties such as checking and responding to e-mails, checking facility digital bookings systems, taking meter readings and collecting and recording usage statistics. |
| 11. Maintain accurate manual and computerised records and documentation associated with facilities procedures. |
| 12. Arena-Ensure the operation of the audio-visual system and hybrid technologies is set up for booking, liaising with IT, Member Services and customers as required. Ensuring that Teams, Zoom and other video conferencing technologies are ready for us when rooms are set up |
| 13. Monitor and report on levels of stock, receive, store and account for deliveries and liaise with contractors and suppliers as required. |
| 14. Arena – control and monitor use of the Arena car park as directed. Liaison with waste collection services to ensure that waste, including batteries, electrical equipment, paper recycling etc. is disposed of appropriately and in a timely manner. |
| 15. Undertake courier duties including support other internal departments with materials and equipment, keeping the West Bridgford noticeboards updated on a regular basis and delivering corporate mail and providing access to contractor as directed by the Facilities Manager or Supervisor. |
| 16. Provide basic first aid to work colleagues and customers (subject to holding a valid qualification). |
| 17. Respond to out of hours emergency call outs (for which an additional payment will be made). |
| 18. Undertake training including the competency framework for this post and other training considered appropriate by the line manager .i.e. such as tractor driving at Gresham |
| 19. Any other duties commensurate with the grade of the post |
| 20. To work flexible hours, as required to deliver the duties described above |

Additional Information

The post operates on a shift system covering 7 days a week. Evening shifts are programmed to end by 11.00pm, however bookings may continue after this time and staff will be required to work until the booking has finished.

Staff will be required to work at Rushcliffe Arena and all remote sites to which and between which they should be able to travel to.

Staff will be required to cover for the absence of colleagues through for example leave or sickness and shift hours may be amended to meet the needs of the service.

Attendance at training courses and meetings will be paid as overtime if outside of the normal shift pattern.

Facilities will be closed on bank holidays and staff will not be scheduled to work unless there is a justifiable 'business case to open'.

Overtime will be paid at time and half , Sundays Double time, with the exception of Bank Holidays (if required) which will be paid at double time plus single time off in lieu.

Approved by: Hamish MacInnes

Signed: H.MacInnes

Date: April 2026