



Part-time Recreation Officers X2

Job Description

Post:	Recreation Officer
Based at:	Millwall Community Trust, Lions Centre
Reports to:	Facilities Manager
Post Summary:	<p>To assist in the day-to-day operation and efficient running of MCT reception in all aspects of administration, health and safety, finance, customer care and security, and generally supporting the Facilities Manager</p> <p>To attend to the day-to-day operational requirements of MCT facilities, ensuring they are fit for purpose and that effective operational procedures are adhered to at all times in a safe manner</p>
Hours / Shifts:	<p>16 - 30 hours per week. Evenings and weekend work.</p> <p>Shifts available: Monday – Friday 5.00pm – 11.00pm and/or Saturdays and Sundays 8.30am – 6.00pm</p> <p>Precise arrangements to be agreed with Facilities Manager</p>
Rate of Pay	£8.50 per hour
Flexibility:	In order to work effectively in a busy and dynamic environment, flexibility is required from the post-holder
	<p>1.0 Main Purpose of Post</p> <p>To assist the Facilities Manager with the smooth running of the Lions Centre, relating to the general operation of the buildings and facilities by following the correct implementation of procedures relating to operations such as: bookings, customer care, equipment availability, and income and cash handling procedures. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Welcoming guests to Lions Centre in a professional and courteous manner • Helping coaches with equipment set up and putting away (goals, footballs etc.) • Assisting with facility security by ensuring opening / locking up procedures are followed and documented • Assisting in security of facilities, participants and staff (including self) at all times
Description of duties:	<p>2.1 Customer Service</p> <p>To assist in maximising usage of the Centre by the local community and assist in encouraging participation in sport and recreation. This will include:</p> <ul style="list-style-type: none"> • Acting as first point of contact for all Millwall Community Trust facilities' visitors, taking every opportunity to promote a positive image of MCT and Millwall FC. • Dealing with 'face-to-face' and telephone bookings, enquiries and feedback • Relaying messages where applicable • Helping to organise special events, tournaments and fun days
	<p>2.2 Administration and bookings procedures</p> <p>To assist in facilities administration. This will include:</p> <ul style="list-style-type: none"> • Taking bookings, including placing bookings on system and taking cash and card payments • Assisting with publicity and promotion activities to raise awareness of MCT's work • Reception and other delegated administration duties • Answering the phones and taking messages where appropriate



	<ul style="list-style-type: none"> • Promoting programmes for adults and children, booking courts, pitches and courses, dealing with customer queries in person, via phone, answer machine, e-mails, and social media • Managing booking records, helping to maintain the Club Runner database, as well as assisting with marketing and selling of functions and events
	<p>2.3 Attendance and Manner To be well-presented and professional in approach at all times:</p> <ul style="list-style-type: none"> • Recreation Officers are to attend their shift no later than 15 minutes before the start of that shift to allow for the transfer of any relevant information • If the Recreation Officer is unable to attend their shift, they must inform the Facilities Manager of this as soon as possible so cover can be arranged • Recreation Officers are to possess strong numeracy and communication skills • Recreation Officers are to wear the appropriate uniform (provided) whilst on duty and representing Millwall Community Trust • Recreation Officers must be polite, professional and courteous to staff and guests at all times • Recreation Officers must be able to lift and carry equipment
	<p>2.4 Cleanliness and Maintenance To ensure the highest possible level of presentation of MCT facilities, including day to day cleanliness and maintenance, maintenance and repair of equipment and facilities:</p> <ul style="list-style-type: none"> • Assisting the Facilities Manager to ensure the Centre conforms to appropriate standards in relation to Health and Safety and hygiene • Liaising with sports coaches and all other departments within MCT to ensure the smooth running of the service, including maintenance of the facilities
	<p>2.5 Safeguarding Responsibility To be aware of MCT Safeguarding Children and Adults at Risk Policies, its processes and procedures To understand and adhere to MCT's Child Protection and Adults at Risk Safeguarding Policies & Procedures Handbook</p> <ul style="list-style-type: none"> • To promote and embed the culture of Safeguarding in everyday working practice. • To hold a valid Enhanced DBS certificate with checks against relevant barred lists prior to start of employment OR be willing to obtain one • To hold a valid FA Safeguarding Certificate and maintain certified status via FA renewal safeguarding workshops and Millwall Community Trust's internal safeguarding training
	<p>2.6 Health and Safety To ensure the smooth running of the facility during its opening hours:</p> <ul style="list-style-type: none"> • Setting up / take down of sports equipment as required • Ensuring that the safety and behaviour of the public is controlled to prevent injury, misuse and damage to facilities • Providing first-aid cover and ensuring that the appropriate documentation is completed • Carrying out routine building checks and completion of relevant documentation



	<ul style="list-style-type: none"> • Carrying out some general cleaning duties of the leisure facility, including changing rooms, toilets and external areas where required • Undertaking all tasks according to the Health and Safety guidelines • Responsible for site security including opening / closing the facility, Normal Operating Procedures and issue of keys • Ensuring the correct uniform and ID badge are worn at all times • Attending and maintaining any relevant safety training / qualifications • Acting and supporting in the activation of the Fire Alarm in accordance with the site Health & Safety policy • Working to adhere to all Trusts Policies and Procedures relating to safe facility operation
	<p>2.7 Monitoring and Data Capture</p> <ul style="list-style-type: none"> • Assisting in data input to the Centre’s booking system and data information system, ensuring information is kept up to date and accurate • To help analyse facility activities’ usage monitoring and performance, and to provide reports for the Senior Management Team
<p>General Conditions</p>	<p>3.0</p> <ul style="list-style-type: none"> • You will carry out your responsibilities with due regard to MCT’s Equal Opportunities and Safeguarding Policies • You will be required to comply with relevant provisions of The Health and Safety at Work Act (1974) and other associated legislation, which places responsibilities for Health and Safety on all employees. Therefore, it is the post holder’s responsibility to take reasonable care for Health, Safety and Welfare of him/herself and other employees in accordance with legislation and the Trust's Safety Policy • To complete other duties as directed by the Facilities Manager