

COMMUNITIES	
Job Description	
Facilities Supervisor	
Grade LS 13	Post Number: 5602
Responsible to:	Community Facilities & Corporate CCTV Manager
Responsible for:	Facilities assistants, football attendants and cleaners.
Job Objective:	To ensure that Rushcliffe Borough Council's community leisure, civic and other facilities consistently operate to the highest standards of presentation and safety and that all users receive excellent customer care.
Main duties and responsibilities:	<ol style="list-style-type: none"> 1. To be an ambassador for the service, liaising with customers, staff and Councillors 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. Supervise and 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. Produce and manage staffing rotas and annual leave for all team members, liaising with the Community Facilities Manager to address problems. 6. Supervise facilities officers, football attendants and cleaners, including working with the Facilities Manager to undertake PDRs and produce a training plan. 7. Monitor the completion of regular building/health and safety checks including testing fire alarms, emergency lighting, and legionella flushing. 8. Follow health and safety procedures/risk assessments at all times addressing or reporting any concerns immediately. 9. Undertake customer viewings in a professional and sales focused manner communicating effectively with the bookings office to secure sales. 10. 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.

11. 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.
12. Undertake basic administrative duties such as checking and responding to e-mails, checking facility bookings, taking meter readings and collecting and recording usage statistics.
13. Monitor and report on levels of stock, receive, store and account for deliveries and liaise with contractors and suppliers as required.
14. Rushcliffe Arena – control and monitor use of the Rushcliffe Arena car park as directed. Liaison with waste collection services to ensure that waste, including batteries, electrical equipment, and paper recycling etc. is disposed of appropriately and in a timely manner.
15. Undertake courier duties including keeping the West Bridgford noticeboards updated on a regular basis and delivering corporate mail as directed.
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. Deputise for the Community Facilities Manager as required during periods of leave or absence and work closely with the Community Facilities Manager to ensure 'management cover' for the service at all times.
19. Undertake training, as considered appropriate by the line manager
20. Any other duties commensurate with the grade of the post
21. To work flexible hours, as required to deliver the duties described above



Rushcliffe
Borough Council

OFFICIAL

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 are required to work flexibility, moving between facilities as required, either in a supplied fleet vehicle, or in their own suitably insured vehicle (for which usage mileage is paid)

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

Approved by: Community Development Team Manager

Date: March 2025