

Aspire Job Description

Job Title: OUTSIDE FACILITIES CARETAKER **POSITION ID:** SPFC308

Entity: **ASPIRE DEFENCE SERVICES LIMITED (ADSL)**

Location: Aldershot Garrison Sports Centre

Reports to: Sports Centre Manager / Duty Manager

Key Purpose of the Role: **The organisation and supervision of the external Sports Facilities**

Key Responsibilities: **Quality, Health, Safety and Environment**

- Carry out duties in a safe and proper manner both for yourself and the well being of others
- To adhere to Health & Safety Codes of Practice and Regulations as appropriate.

Service Provision

- Responsible for the efficient day to day management of the Outdoor areas, in addition to undertaking designated areas of responsibility.
- Ensure that the quality of service to every customer is of a high standard and is upheld following guidelines to enhance the Leisure Services image and to promote good public relations and Customer Care. Deal with complaints and grievances from the public and users of the facilities as required
- Advise users of the Outdoor facilities, regulations and the correct and safe use of the facilities.
- Accountable for the preparation of activity areas involving the setting up and dismantling of equipment. Ensure through regular patrolling, that equipment is stored and made secure when not in use.
- Identify maintenance requirements for equipment or the premises and to undertake basic maintenance and/or liaise with the appropriate member of staff on these requirements
- Promote and maintain high standards of presentation and cleanliness within the Outdoor Facilities.
- Carry out general administrative duties including correspondence and to complete any required records operation of the lost property system when appropriate.

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- Carry out general administrative duties including correspondence and to complete any required records.
- To wear the prescribed staff clothing at all times.
- To report to a more senior member of staff any matters which do not fall within the role's area of responsibility and which may need attention.
- Ensure the adequacy of stocks of cleaning materials, first aid, sports equipment, resale goods, etc.
- Responsible for the security of the building through patrolling, including the locking and unlocking of the Outdoor facilities as required.
- To assist in Duty Manager's tasks as requested.
- To carry out duties in a safe and proper manner both for yourself and the wellbeing of others. To adhere to Health & Safety Codes of Practice and Regulations as appropriate.
- To attend 1 x NPLQ Training Session Per Month to keep their qualification valid.

Qualifications

Desirable:

- National Pool Lifeguard Qualification
- First Aid at Work Qualification
- Valid Driving Licence

Experience & Knowledge:

Essential:

- Experience at a Supervisory level as a minimum
- Excellent Communication Skills
- High Customer Service Levels
- Competent with Microsoft Office Packages
- Self motivated and committed
- A "**CAN DO**" approach and a true team player
- Good numeracy and literary skills

Desirable:

- Experience of working within a Leisure Environment
- Good numeracy and literary skills
- The ability to take instruction and to work unsupervised
- Self motivated, self assured with attention to detail

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Skills:

- Communicates clearly and uses effective methods to deliver the message.
- Works effectively with others and maintains constructive relationships within the team, across the business and externally
- Commits to putting customers first and delivers high quality service that meets or exceeds expectations of both internal and external customers.
- The commitment to Safety First – Always and the drive for continual improvement in this area
- Understands the right level of quality delivered to enhance customer satisfaction
- Understands how ADSL operates and the impact that actions and decisions have on the business.
- Embraces change; seeks improvements in working practices and challenges the status quo for the benefit of the business
- Understands that ADSL has budgets and their importance for management
- Understands goals and standards expected of self, following ADSL's Values

Date: 01/02/20