



Role Profile – Sports Hub Facilities and Maintenance Officer

Job title:	Sports Hub Facilities and Maintenance Officer
Location:	King George V Sports Hub, Blacon Avenue, Blacon, Chester CH1 5BD
Hours (per week):	30 hours per week on a shift pattern
Contract type:	Permanent
Salary:	National Living Wage
Responsible to:	Sports Hub Site Manager

Chester FC Community Trust is the charity partner of Chester Football Club. We use the power of sport and appeal of Chester FC to improve and enhance the lives of communities in Chester and Cheshire West, delivering sport, education, health and social inclusion projects and activities to people of all ages and abilities.

We are entering an exciting period with our move to King George V Sports Hub, a new £1.8m community sports facility developed in partnership with Cheshire West & Chester Council. We are now looking to recruit a Facilities and Maintenance to support the operation of the sports hub.

Purpose

- Contribute to the safe and successful operation of the 3G pitch, clubhouse and other facilities, acting as a contact point for customers and having responsibilities for maintenance, health and safety and operational issues.

Responsibilities

- Undertaking regular building and facility checks to ensure high standards of cleanliness and the site is well maintained to increase its longevity
- Act as a point of contact for customers and visitors, providing a friendly and efficient welcome, answering queries and directing them to the relevant facilities
- Be responsible for the safe opening and closing of the 3G pitch, clubhouse and other facilities
- Record and report any maintenance issues and be a point of contact for external contractors who are visiting the site
- Undertake regular maintenance of the 3G pitch, grass pitches and general grounds in support of external contractors
- Set up the 3G pitch for bookings, matches and sessions based upon the requirements of customers
- Set up indoors facilities for meetings and events based upon the requirements of customers
- Take and manage customer bookings and payments through our online booking platform, over the phone and face-to-face
- Communicate with customers the most up to date requirements of bookings
- Provide excellent customer service and respond to customer queries around bookings
- Contribute to building positive relationships with partners and users
- Provide a security presence for the building and remain vigilant for any suspicious activity, responding or reporting as necessary
- Be familiar and comply with Chester FC Community Trust health and safety regulations, relevant legislation and to report and record incidents/accidents/hazards

- Work in a flexible way and undertake any other duties not specifically covered in the job description, when assigned by their line manager

Additional Information

- Appointment will be subject to an enhanced Disclosure and Barring Service (DBS) check and references
- This post will involve evening and weekend work

These are the key tasks as currently defined. It is expected that this job description will be regularly reviewed and may be amended from time to time, and by mutual agreement, to meet changing circumstances. Standards of competence for this post may be set at a future date.