

# Job Description

**JOB TITLE:** Apprentice Facilities Support Worker

**JOB LOCATION:** Taunton

**RESPONSIBLE TO:** Site Manager

## Objectives

To complete a Level 2 Diploma in Customer Service through the apprenticeship scheme.

To provide a warm, friendly, knowledgeable and professional welcome to visitors to all Compass Disability Services sites, including the office, meeting rooms, the Wellbeing Centre and Shopmobility.

To promote use of all facilities and services, ensuring that all facilities are presented, and services delivered to the highest possible standard.

## Main Duties

1. To fulfil your obligations towards the completion of the diploma through the apprenticeship scheme. This includes completing coursework within appropriate deadlines, preparing for assessor's visits, being available for assessor visits and attending any examinations required to complete the scheme. Whilst the necessary time for assessor visits and examinations and some time to prepare for both are allowed within your normal working day, coursework, may require completion in your own time.
2. To have a detailed knowledge of all services offered by the Compass Wellbeing Centre, site meeting rooms and Shopmobility, promoting these as widely as possible to encourage use of all facilities.
3. To have a broad knowledge of all Compass Disability Services projects, signposting customers or potential customers as necessary.
4. To provide a warm and friendly welcome to visitors, offering assistance or information as required.
5. To answer the telephone in a professional and efficient manner in line with procedure, dealing with general enquiries, forwarding calls as relevant and taking accurate messages if required.
6. To take bookings and maintain calendars, booking forms and customer management systems in line with procedure.
7. To prepare facilities, including the meeting rooms, activity rooms, sensory room and hydrotherapy pool as per the customer's needs. This includes

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the set-up of furniture, equipment and supplies, cleaning and presentation of facilities.

8. To enthusiastically host children's birthday parties, preparing and leading games and activities, ensuring that all children are involved and schedules maintained in line with the prepared party session plan.
9. To enthusiastically host activity sessions for families, children and young adults, bearing in minds the needs of the customer, some of whom will have limited capacity and specific communication needs. Following a session plan, this will include the preparation of, and leading on creative play, encouraging all people's involvement and monitoring the use of equipment and facilities.
10. To instruct/assess customers in the safe use of equipment (i.e. scooters, hoist, hydrotherapy pool, sensory equipment), maintaining records as per procedure.
11. To ensure that equipment is safe and suitable for customer and staff use at all times.
12. To prepare and serve refreshments and light snacks as per the Wellbeing Centre menu and meeting room catering requirements, observing exceptional standards of hygiene and food management as detailed in procedure and policy.
13. To take customer payments, follow cash handling procedures, ensuring a high level of accuracy and the maintenance of appropriate records, including the appropriate use of tills and customer management systems.
14. Carry out testing and maintenance of emergency equipment and alarms in line with procedure.
15. Carry out monitoring of water quality and take remedial action as required to enable the safe use of the Hydropool/showers and other hot water facilities.
16. Complete daily temperature checks and other records as required in the kitchen.
17. To maintain exceptional hygiene standards in food production and service areas, through the effective completion of daily, weekly and monthly cleaning tasks as detailed on the Kitchen Checklist.
18. To complete the facilities daily/weekly/monthly checks, to include recycling, cleaning, meter readings, other checks and stock management, communicating any problems to the site supervisor.
19. To ensure that energy efficiency is observed, ensuring that windows/doors

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are closed and lights turned out in vacant areas, appliances are switched off when not in use and taps/showers are turned off and water used appropriately. Reporting any concerns to the Site Supervisor as soon as possible.

20. To maintain information boards and ensure that company literature is displayed in a visually appealing manner and all information is up to date at all times.
21. To follow the Lone Worker procedure, follow up and report any problems to the site supervisor immediately or senior manager if unavailable.
22. To maintain the security of the building by ensuring that the opening/closedown checklist are completed effectively.
23. General administration to include filing, typing, message taking, and mail shots etc.
24. To ensure that the appropriate uniform is worn at all times and maintained appropriately always ensuring a presentable and professional appearance.
25. To ensure that Personal Protective Equipment (PPE), including high vis vests, gloves, aprons etc. are worn as appropriate and that personal safety is maintained.
26. Support the site supervisor in training and developing new starters and volunteers.
27. To be fully aware of and able to fulfil your role as detailed in the Fire Evacuation procedure.
28. To maintain a positive and professional image of the organisation at all times.
29. Be aware of and adhere to Compass Disability Services' policies and procedures at all times.
30. To abide by the rules and guidelines as laid down in the Staff Handbook.
31. To remain aware of, and abide by, current legislation, organisation policy and the eight principles relating to Data Protection.
32. To commit to the necessary training and development activities in order to fulfil the role and your potential.
33. Attendance at staff meetings, external events and other meetings as required.
34. Travelling is not an integral part of this role and as such you are not

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permitted to drive on work related business using your own vehicle unless you are able to comply with the standards laid down in the Use of Private Vehicles for Company Business Policy.

35. Any other duties considered necessary to further the aims of the organisation.

This Job Description is subject to continuous review and therefore the main duties may change on a temporary or permanent basis from time to time.

## **PERSON SPECIFICATION**

### **The Criteria for the post are:**

Must be able to demonstrate an understanding of, and a commitment to, disability equality and equality of opportunity for all people in the community

Must be a competent user of MS Office products (such as Word, Excel, Publisher and Access).

A confident, friendly and positive personality with the ability to actively engage with customers at all levels.

A creative flare with the ability to enthuse and engage with customers to encouragement them to get involved and have a go.

Must have a keen desire to recognise and achieve optimum presentation of all facilities.

Must be able to demonstrate a keen eye for detail, and the ability to complete testing (water quality, food temperatures etc.) to a high standard.

Must have the ability to achieve a Chartered Institute of Environmental Health (CIEH) level 2 Award, or equivalent, in Food Safety within 3 months of starting the role and a Level 2 Diploma in Customer Service within 12 months of starting.

Good functional skills (Maths, English and ICT).

Good communication skills including a professional telephone manner.

Ability to work under own initiative.

Good organisational skills.

The role involves the moving and handling of small furniture (Tables & Chairs), clearing, cleaning and lay out of glass and crockery and the use of equipment such as hoists and kitchen equipment for which training will be given. The post holder must be able to manage the physical demands of the role as necessary.

Evening and Weekend work required as per rota.

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## **TERMS OF EMPLOYMENT**

Apprenticeship for thirteen months from start date or to completion of the Apprenticeship whichever is sooner

### **Salary**

£14430 per annum (£7.50 per hour)

### **Working Hours**

37 hours per week – As per rota, 5 shift over 7 days, varying shifts between 7.15am and 10.30pm.

### **Probationary Period**

There will be a six month probationary period.

### **Annual Leave**

Annual leave is 25 days pro-rata plus statutory and Bank Holidays.

### **Travel**

The post may involve travel within, and in some cases, outside of the South West and the post holder must be able to manage this as and when necessary. Travel Expenses will be paid at Compass Disability Services rates.

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