

# Job Description

**JOB TITLE:** Facilities Support Worker

**JOB LOCATION:** Taunton

**RESPONSIBLE TO:** Site Manager

## Objectives

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

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

To prepare and present food and drink to the highest possible standard as per the Wellbeing Café Menu and meeting room catering options

## Main Duties

1. To have a detailed knowledge of all services offered by Compass Wellbeing, meeting rooms and Shopmobility, promoting these as widely as possible to encourage use of all facilities.
2. To have a broad knowledge of all Compass Disability Services projects, signposting customers or potential customers as necessary.
3. To provide a warm and friendly welcome to visitors, offering assistance or information as required.
4. 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.
5. To take bookings and maintain calendars, booking forms and customer management systems in line with procedure.
6. To prepare facilities, including the meeting rooms, activity rooms, sensory room and hydrotherapy pool as per the customer's needs. This includes the set-up of furniture, equipment and supplies, cleaning and presentation of facilities.
7. To instruct/assess customers in the safe use of equipment (i.e. scooters, hoist, hydrotherapy pool, sensory equipment), maintaining records as per procedure.
8. To ensure that equipment is safe and suitable for customer and staff use at all times.
9. To prepare and serve refreshments and light snacks as per the Wellbeing Cafe menu and meeting room catering requirements, observing exceptional standards of hygiene and food management as detailed in procedure and policy.
10. 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.

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11. Carry out testing and maintenance of emergency equipment and alarms in line with procedure.
12. 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.
13. Complete daily temperature checks and other records as required in the kitchen.
14. 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.
15. 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.
16. To ensure that energy efficiency is observed, ensuring that windows/doors 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.
17. To appropriately launder stock items (Hoist slings, tea towels, aprons etc) as required.
18. 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.
19. To follow the Lone Worker procedure, follow up and report any problems to the site supervisor immediately or senior manager if unavailable.
20. To maintain the security of the building by ensuring that the opening/closedown checklist are completed effectively.
21. General administration to include filing, typing, message taking, and mail shots etc.
22. To ensure that the appropriate uniform is worn at all times and maintained appropriately always ensuring a presentable and professional appearance.
23. To ensure that Personal Protective Equipment (PPE), including high vis vests, gloves, aprons etc. are worn as appropriate and that personal safety is maintained.
24. Support the site supervisor in training and developing new starters and volunteers.
25. To be fully aware of and able to fulfil your role as detailed in the Fire Evacuation procedure.
26. To maintain a positive and professional image of the organisation at all times.
27. Be aware of and adhere to Compass Disability Services' policies and procedures at all times.
28. To abide by the rules and guidelines as laid down in the Staff Handbook.
29. To remain aware of, and abide by, current legislation, organisation policy and the eight principles relating to Data Protection.
30. To commit to the necessary training and development activities in order to fulfil the role and your potential.

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31. Attendance at staff meetings, external events and other meetings as required.
32. Travelling is not an integral part of this role and as such you are not 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.
33. 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 friendly, outgoing and positive personality with previous experience in a similar leisure/catering environment.

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.

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.

## **TERMS OF EMPLOYMENT**

Permanent contract

### **Salary**

Scale 12 (£16835 per annum, £8.75 per hour)

### **Working Hours**

37 hours per week. As per rota, 5 shifts over 7 days, varying shifts between 7.00am and 10.30pm

### **Probationary Period**

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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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