



## Stockport School

### Job Description

## Community Hire Supervisor

**Job Title:** Community Hire Supervisor

**Salary:** NJC Scale 4, Points 7 – 11: £12.59 – 13.47 per hour\*

(\*Plus, an additional pay enhancement for hours worked during unsocial times after 8pm Mon to Fri and at any time during the weekend. An NJC pay rise is also expected to be added to the above rates)

(Full year, full-time 37 hours per week salary: £24,294 - £25,979\*)

Part-time hours paid pro-rata

**Hours:** We are looking for colleagues to work full or part-time hours within the following community opening hours, with working patterns to be negotiated and agreed upon appointment relevant to the applicant:

- Monday – Friday: 5.30pm – 10.15pm
- Saturday - Sunday: 7.30am – 6.15pm
- Plus, additional school holiday weekday hours between 7.30am – 5.30pm

(With opportunity for additional paid overtime where required).

**Post reports to:** Premises & Community Hire Manager

### **Main Purpose of the Post:**

In conjunction with the Premises & Community Hire Manager, and Business Manager, the Community Hire Supervisor primary role will be to deliver exceptional customer service to our community users and to maintain their repeat business, whilst also overseeing the safe, secure, respectful, and considerate use of school facilities.

### **Main Duties:**

#### **Facility Care and Security**

1. Opening the 3G pitch, changing rooms, and other associated school/sporting hire facilities for community use. Locking the 3G pitch, changing rooms, and other school/sporting facilities after the final booking, setting the alarm system, and locking off facilities, buildings, and the main school gates.
2. Checking and preparing the 3G pitch and other associated school/sports hire facilities for community use including setting up goals and equipment and ensuring that the facilities are litter and damage free.
3. Undertaking 3G machine drag brushing as required (training provided), and additional light cleaning duties to ensure high standards of maintenance of the 3G pitch, clean changing areas, and other associated facilities.
4. Reporting any maintenance, safety, or security issues immediately in accordance with the school guidelines.

#### **Customer Care**

1. Ensuring that the only the pre-approved correct users are accessing facilities for use, as per agreed conditions/terms of use, and as per the booking sheets.
2. Maintaining a register of users so that the School Business Manager can check/invoice correctly. This register must be shown to Finance at the end of each week.
3. The Community Hire Supervisor is the main point of contact between school and users during their visit and will ensure that customers have a positive experience, including acting as first response for complaints, security issues, or emergencies.
4. Ensuring all that users comply with School Community User/Terms of Use Agreement and that the FA Respect campaign is enforced.
5. The Community Hire Supervisor will assist with user surveys from time to time to enable the school to measure customer satisfaction and to help inform further Programme development.





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6. Ensuring that safe practice is maintained at all times.
7. On hearing the fire alarm, ensuring that customers are safely ushered to the designated area where registers can be taken.

### Other

1. Community Hire Supervisor core hours during peak time will include Mondays – Fridays 5.30pm to 10.15pm and weekends 7.30am – 6.15pm.
2. There is a requirement for Community Hire Supervisors to be flexible to respond to supporting where possible with other colleagues, with the school's coverage of additional weekday hours of potential community hire during school holiday periods.
3. The Community Hire Supervisor must register their attendance on-site upon entry and exit using the school's electronic registration system, to confirm their attendance and hours worked.
4. The Premises & Community Hire Manager will provide an induction training package for Community Hire Supervisors together with ongoing training and support to ensure that they are effective in delivering the duties of the job. Opportunities will be provided for Community Hire Supervisors to gain accreditations such as First Aid and sport coaching qualifications as part of Stockport School's commitment to staff CPD.

### Core Duties and Responsibilities

1. To liaise and communicate effectively and proactively in conjunction with all community hire customers, and school staff, including your line manager.
2. To lead and also work as part of the team to ensure that community hire operations are carried out safely and effectively.
3. To understand, apply, and adhere to all school policies, including any statutory guidelines relevant to the role
4. To maintain confidentiality and sensitivity in relation to all information and data.
5. To carry out any other reasonable duties relating to the role, as directed by your Line Manager / Headteacher.

### Health and Safety

1. Co-operate with the employer on all issues to do with Health, Safety & Welfare.

### Continuing Professional Development

1. In conjunction with the line manager, take responsibility for personal professional development.
2. Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.

### Other Professional Responsibilities

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from the Headteacher or line manager to undertake work of a similar level that is not specified in this job description.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Headteacher or the incumbent of the post.

### Job description agreed correct by:

**Post Holder:**

**Headteacher:**

Signed: .....

Date .....

Signed: .....

Date .....

