

JOB DESCRIPTION

Job Title:	Building Duty Officer
Salary:	£19,714 - £21,428 Pro-Rata (£23,000-25,000 FTE)
Hours of Work:	3 evenings per week 16:30 to 21:00 (Term-time only – 39 weeks) (With opportunity for additional hours during School Holidays and Saturdays)
Place of Work:	YMCA East Surrey, The Sovereign Centre, Slipshatch Road, Reigate. RH2 8HA
Responsible To:	Disability Services Manager
Responsible For:	N/a
Job Purpose:	To undertake a range of duties to ensure the safe and smooth running of all services/activities based at our busy centre. You will be Duty Officer, responsible for open and close of the building and the administration of building support tasks, including, bookings, ordering of equipment and food safety checks. You will cover reception and deal with general enquiries and any needs of our users. A good service ethos is essential, ability to work using your own initiative and a can do, proactive, energetic attitude towards your work and people is a must.
Main Responsibilities:	<p>Duty Officer</p> <ul style="list-style-type: none"> - Opening and closing of the Sovereign Centre, depending on shift, and ensure the safety of the area in adherence with YMCA procedures. - To ensure Health & Safety procedures are followed, i.e. fire evacuation, safety of facility users, assisting with any accidents that occur and giving first aid if needed. - To follow YMCA safeguarding policy to ensure that vulnerable adults and young people are properly protected. - Setting up/down rooms for hire including equipment, checking for damage and ensure it is safe to use. - Overseeing rooms and facilities, general tidying and ensure all areas are safe including storage and outside spaces. - Assisting with reception duties including taking payments for activities, answering visitor enquiries and promoting YMCA services. - Answering the telephone and deal with enquiries or forwarding on to appropriate Team. - Complete food safety and hygiene checks, maintaining records as required. - Fire warden duties - Dealing with any incidents whilst on duty and recording on My Concern. - Supporting Teams who run services in the centre - Act as concierge as necessary. <p>Building Administration</p> <ul style="list-style-type: none"> - Identifying any maintenance needs and logging requests via Pyramid, progressing outstanding works and overseeing any works being undertaken when on site.

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| | <ul style="list-style-type: none">- Maintain supplies of the centre's cleaning and household products by running efficient stock control and cost effective purchasing of supplies.- Re-stocking and purchasing of first aid supplies, keeping all kits full and in date.- Supporting Hirers with enquiries, invoices, hold agreements and dealing with bookings.- Maintain the Sovereign Centre calendar for all bookings.- Complete building inductions, maintain key presses and up to to date key holder list.- Ensuring DO pack, PEEP forms and building risk assessments are reviewed and kept up to date.- Create, fill and distribution of monthly DO rota for the centre.- Keeping Sovereign building paperwork and on-line folders safe, secure and up to date.- To support and promote all services which run from centre as required.- Attend and participate in relevant internal/external meetings and forums related to the CYP services activities.- Supporting the wider work of the Association including charity events.- Any other duties are required to be performed within the grade and remuneration of the role.- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training. |
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PERSON SPECIFICATION: Building Duty Officer (Sovereign Centre)

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training	First Aider (willingness to Complete)	x		Application and certificates
	Basic health & safety knowledge, including COSHH and manual handling	x		Application and certificates
	Safeguarding Adults & children	x		Application and certificates
	Fire Warden		x	Application and certificates
	Food safety & hygiene		x	Application and certificates
	Crisis prevention training		x	Application and certificates
Experience	Experience of working in a customer facing environment	x		Application/Interview
	Experience of having building support role for a busy building or Community Centre	x		Application/Interview
	Experience of acting as a Duty Officer		x	Application/Interview
	Lived or work experience of working with children and Adults with disability or additional needs		x	Application/Interview
Abilities, skills and attitude	Knowledge and experience of Safeguarding Children and Adults at Risk legislation and practice	x		Application/Interview
	Excellent customer services skills	x		Application/Interview
	Proficient in a number of IT packages including Microsoft 365 and Word.	x		Application/Interview
	Strong written and verbal communication skills	x		Application/Interview
	Being approachable and building rapport with Parent Carers whilst maintaining professional boundaries.	x		Application/Interview
	Ability to work independently	x		Application/Interview
	Demonstrate a positive attitude and lead by example	x		Application/Interview
	Ability to monitor and maintain safe working practices	x		Application/Interview
	Be able to remain calm in a crisis and handle difficult situations	x		Application/Interview
	Good organisation skills and record keeping	x		Application/Interview
Other requirements	Subject to a satisfactory Enhanced (with Barring – delete as appropriate) DBS disclosure	x		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	x		Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders	x		Application/Interview