**Job Title:** SPT Sport, Community & Leisure Site Supervisor

**Location:** Working Across Stamford Park Trust Venues

**Job Type:** Casual Position

**Pay Grade:** Band C SCP 5-6, £13.21p/hr - £13.42p/hr

**Reports to:** Director of Stamford Park Trust Sport, Community & Leisure

**Job Summary:**

Stamford Park Trust Sport, Community & Leisure seeks to create high standard community hub sites across all the venues within the trust. Opening up the venues out of school time provides all ages of our local communities, access to an extensive array of services from health and wellbeing, to sport and working with a wide range of community clubs and organisations.

The Site Supervisor will oversee the daily operations of the facility, ensuring it is clean, safe, and well-maintained for customers and staff. This role includes responsibility for opening and closing the facility, setting up and maintaining equipment, performing general cleaning and maintenance tasks, and providing excellent customer service. The ideal candidate is reliable, detail-oriented, and capable of managing tasks independently to maintain a welcoming, safe and functional environment.

**Key Responsibilities:**

1. **Facility Access and Security**
   * Open and close the facility according to the scheduled hours of operation.
   * Ensure booking areas are ready in advance of bookings arriving.
   * Ensure bookings use the facilities in the correct and safe use.
   * Ensure bookings are finished and transitions between bookings run smoothly liaising where necessary with club booking lead hirers in a calm and professional manner.
   * Upon bookings finishing ensure the areas of hire and community use areas are clean, tidy and ready for the following days use whether that be educational or community use.
   * Ensure that all entry points are secured at the end of each day.
   * Monitor facility security systems/procedures and report any issues or security breaches to the Director of SPT Sport, Community & Leisure.
2. **General Facility Maintenance**
   * Perform routine maintenance checks throughout the facility and promptly address minor repairs.
   * Support with the upkeep, cleanliness and equipment maintenance checks across the venues your allocated to.
   * Identify and report major maintenance needs to the Facility Manager for timely repair.
   * Part of the role will include tasks around grass pitch, artificial pitch and sports hard standing areas maintenance.
3. **Cleaning and Sanitation**
   * Conduct daily cleaning and sanitizing of high-traffic areas, including restrooms, entrances, corridors and hire spaces as directed.
   * Report stock cleaning supplies and manage inventory to prevent shortages and ensuring the correct cleaning products are used for the various areas.
   * Litter picking of external sport and community areas
4. **Equipment Setup and Customer Support**
   * Set up, arrange, and test equipment according to customer and event specifications.
   * Provide assistance to customers with equipment usage and respond to any equipment-related issues.
   * Monitor equipment usage and perform routine checks to ensure equipment remains safe and functional.
5. **Customer Service**
   * Greet and assist customers in a friendly, professional manner at all times.
   * Address customer inquiries or issues related to facility use, directing them to appropriate resources as needed.
   * Be well organised and aware of the venues booking timings, locations of hire, lead hirer/coach contact.
   * Act as the main point of contact for the facility in the absence of the Director of Stamford Park Trust Sport, Community & Leisure.
   * Facility designated First Aider (training will be provided.)

**Qualifications:**

* Previous experience in facility management, maintenance, or a similar role preferred.
* Ability to lift and move equipment as needed (e.g., up to 50 lbs).
* Strong organizational skills and attention to detail.
* Excellent interpersonal and customer service skills.
* Basic knowledge of facility maintenance tasks, including cleaning and minor repairs.
* Ability to work independently and manage time effectively.

**Working Conditions:**

* This position will involve evening, weekend, or holiday hours, depending on facility scheduling.
* Physical activity is required, including standing, lifting, bending, and moving equipment regularly.
* You will become part of a strong, driven and outstanding Team across Stamford Park Trust venues with a wide range of CPD opportunities to explore.