

Community Leisure Duty Officer (Including Casual Staff)

Salary:	Full time Duty Officer - £20,000 p.a. Casual Duty Officers £10.50 per hour
Hours:	Casual - TBA (to work as part of a Rota) Full-time – 36.5 hours (inc. some evenings/weekends)
Main Purpose:	To assist in running Futures Fun Factory, Futures Halls & Futures Community Cafe smoothly.
Responsible to:	Leisure Team Manager
Key Relationships:	MFF staff, tenants, and the General Public
Location:	Futures House, the Moakes, Marsh Farm, Luton

Summary of main responsibilities

This multifunctional role involves:

- Following daily work plan, working in a team and under supervision of Manager
- Serving customers at Futures Fun Factory reception, Cafe and Futures Halls, handling cash and electronic payments.
- Setting up and hosting birthday parties and group bookings.
- Taking party bookings and food orders for Futures Fun Factory & Cafe and Bookings for Futures Halls
- Stock taking
- Cleaning duties including end of day tidying of the play park and play frame; following cleaning rota sheets set by the manager; deep cleaning on certain evenings; keeping play park tidy during the day, checking and clearing tables, vacuuming, toilets, and bins.
- Setting up and cleaning halls for group bookings and social functions etc.
- Speaking to responsible adult i.e.: parent or carer if children are boisterous and disrupting other children's enjoyment
- Communicating with customers in a polite manner at all times
- Taking up feedback/complaints from customers to/with line manager
- Cashing up tills at the end of the day
- Key holder responsibilities
- Any other task deemed necessary or identified by Manager/assistant manager

General

- Must be responsible and reliable.
- Undertake any training as deemed necessary.
- Successful applicants will be subject to a DBS check
- Must be able to work well under pressure



- Adhere to Health & Safety Policies and Procedures
- Must be able to work evenings and weekends and as part of a shift rota
- Able to move and lift heavy equipment (e.g., tables and chairs)

Person Specification

This acts as the selection criteria and gives an outline of the type of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D) :- useful for choosing between two good candidates

Please make sure, when completing your application form, you give clear examples with headings of how you meet the essential and desirable criteria

Essential/ Desirable	Criteria
E	Excellent verbal and written communication skills
E	ICT, numeracy and literacy skills
E	Be able to relate and understand individual customers
E	Ability to deal with customer complaints in a sensitive way and in accordance with existing procedures.
E	Ability to work alone as well as in a team.
E	A general understanding of Health and Safety, COSHH, first aid, food & hygiene and fire regulations
E	Excellent time keeping and reliability
E	Ability to work well under pressure
E	Ability to use own initiative/ as well as working part of a team
E	Be available during weekends, weekdays, or school holidays and late evenings on occasion.

Experience of

E	Dealing with children and adults and providing a caring customer service at all times to all customers
E	Experience of working with children aged 0 -14 years
E	Working in a children's environment e.g., play schemes, soft play, nursery, infant/junior schools
E	Cash handling
D	Working in the catering and hospitality industry
E	Some experience of working with a diverse community and community groups such as the elderly and children

Personal Attributes

E	Flexible, accommodating, with an appreciation of children's and Community needs
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Other requirements

E	Successful candidates will be subject to relevant DBS checks.
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