

## **Post Title: Facilities Assistant**

### **Location:**

Clyde Community Hall, 41 Whitfield Rd Glasgow G51 2YB

Hours of Work: Flexible Bank Staff, mainly evenings and weekends.

### **General**

- The purpose of all staff employed by Clyde Hall is to promote and serve the vision, values and aims of the organisation.
- Clyde Hall operates to provide a high quality community facility to meet the needs of local residents and customers; flexibility by staff is essential.

### **Specific**

- The specific purpose of a Facilities Assistant is to prepare rooms/halls for use and to undertake clear up and cleaning tasks within Clyde Hall at the end of events.
- To welcome customers with a warm and friendly manner, attending to their enquiries on the phone and in person ensuring their needs are met.
- To ensure the health and safety of customers and staff in line with Clyde Hall policy and Guidelines.

### **Performance**

The Facilities Assistant must comply within expectations and requirements of the role as outlined in the Job Description and as directed by the management.

### **The main tasks of the post are:**

- To prepare, service and clean rooms to meet the needs and requirements
- of customers of The Clyde Hall
- To undertake housekeeping duties as required. This will include cleaning
- any spillages or damages caused in the use of facilities of The Clyde Hall
- To cover reception as required, to welcome customers and to attend to their enquiries on the phone and in person.
- Implement safety and security procedures and carry out regular patrols of the building and grounds to prevent any incidents of antisocial behaviour
- vandalism or theft.
- Reception Duties, answering the phone, taking booking and other enquires.

- Assist in the marketing of Clyde Hall through distribution of leaflets, flyers
- on the activities and services within Clyde Hall
- Wear and use protective clothing and equipment provided under Health &
- Safety.
- Attend appropriate training as agreed with management.
- Carry out any additional duties to improve the Clyde Hall's service as
- specified by the management.

**Remuneration**

The Facilities Assistant will be paid in accordance with the Glasgow Living Wage