

MAHDLO

An OnSide Youth Zone

MAHDLO ST OL1
OLDHAM

ROLE PROFILE FacilitiesAssistant



ABOUT MAHDLO

Mahdlo Youth Zone is a state-of-the-art multi-million pound location providing young people aged 8 to 19, and up to 25 for those with additional needs, engaging and exciting opportunities to try something new, seven days a week.

Our mission is to deliver high quality, innovative activities and experiences for young people. To provide opportunities, raise aspirations and support them to be the best they can be.

At our centre in Oldham we've got incredible facilities including a 3G Multi Use Games Area (MUGA) pitch climbing wall, boxing gym, three court sports hall, sensory room, fully equipped gym including weightlifting equipment, recreation area and dance, arts, music and media suites and much more.

Out across the borough we're working from community centres to bring our special brand of youth work to young people in the community.

OUR VALUES
THE WAY WE WORK

PASSION
RESPECT
INCLUSION
DEPENDABILITY
EXCELLENCE

THE ROLE

Facilities Assistant

We have a new exciting opportunity to recruit a Facilities Assistant to join our successful team.

The ideal candidate will have experience working in a customer facing environment and will support the Facilities and Health and Safety Manager to ensure that one of the most important parts of our offer to young people, our state of the art facilities, is safe, effective, and efficient by assisting in the daily maintenance and security of the Youth Zone premises and facilities.

The young people coming through our doors deserve the best possible customer service, we also host several events throughout the year and offer our facilities to external organisations for bookings.

The post holder will support the Facilities and Health and Safety Manager in all aspects of the building including caretaking, maintenance and cleaning and ensuring the set-up of facility hire is complete to a high standard.

WHAT YOU'LL BE DOING

Key responsibilities

To provide effective facilities and caretaking services, to assist the Facilities and Health and Safety Manager in all aspects of the building including caretaking, maintenance, cleaning, and the set up and clear down of facility hire.

- Assist in day-to-day maintenance including:
 - statutory safety checks (e.g. fire extinguisher)
 - visual checks (e.g. plant room)
 - operational checks (e.g. furniture and equipment)
- Check for, and carry out, minor repairs as and when required
- Carry out minor maintenance and installation tasks such as small joinery projects, plumbing, heating, lighting, and small power requirements
- Undertake gardening and grounds maintenance
- Carry out the routine maintenance of the G3 Kick pitch
- Carry out painting and decorating of the premises as required
- Assist in carrying out the plant maintenance programme
- Taking and checking catering deliveries.
- Assist the cleaning staff in keeping the building clean to a high standard
- Using mechanical cleaning machinery to maintain the cleanliness of the building.
- Assist in the cleaning, maintenance, and management of the Mahdlo minibus, carrying out appropriate safety checks as required
- Set up equipment and facilities for activity sessions, fundraising and promotional events, and facility hire bookings
- Support staff at outside functions and events if required
- Provide excellent customer service to all clients using Mahdlo's facilities
- To cover the reception desk as and when required
- Undertake any other duties requested by the line manager.

General requirements

- Adhere to Mahdlo's policies at all times with particular reference to the Financial Procedures, Health and Safety, Equal Opportunities, Safeguarding and Data Protection.
- Understand the importance of data protection and maintain standards of best practice in this area.
- Promote and safeguard the welfare of children and young people at all times.
- To be an active member of the team and operate in line with Mahdlo's values and principles
- Work diligently to meet the requirements of this job description.
- Always seek to continuously improve so that the highest quality standards are achieved.
- Participate positively in internal/external meetings and training as required.
- Positively participate in one to ones and appraisals.
- Work in accordance with Mahdlo's culture, values, aims and objectives.
- Act as a positive ambassador for Mahdlo at all times.
- Positively contribute to Mahdlo's team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Be flexible and willing to undertake any other duties that may reasonably be required.
- The hours of work are 30 hours per week, Monday to Friday to be worked flexibly in line with the needs of Mahdlo and its key activities. This may involve working split shifts and unsociable hours in the evenings and at weekends during Youth Zone sessions or at events and also working during the day. There will also be an opportunity to work additional hours at times.

In accordance with Mahdlo's Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and will require you to complete Safeguarding training within six months of appointment and refresher training thereafter.

Mahdlo is an equal opportunities employer and welcomes applications from all sections of the community.

PERSON SPECIFICATION

Qualifications

	Essential	Desirable
Level 2 qualification in Customer Service		✓
Level 2 Facilities Management		✓
Full driving license	✓	
D1 category on driving license		✓
MIDAS qualified		✓

Experience

	Essential	Desirable
Working in a facilities maintenance environment		✓
Working in a customer facing environment and dealing with the public	✓	
Working within a team and working independently	✓	

Skills

	Essential	Desirable
Basic numeracy skills	✓	
Basic literacy skills	✓	
Basic IT skills	✓	
Excellent communication skills with ability to establish a rapport and communicate effectively with everyone	✓	
Efficient with good organisational skills	✓	
Attention to detail	✓	
The ability to stay calm under pressure, to work fast and to a consistently high standard	✓	
Be able to think clearly and to grasp new concepts quickly	✓	

Personal attributes

	Essential	Desirable
Extremely good time keeper	✓	
Patient, positive, helpful and flexible	✓	
Interest in working in a youth work setting and demonstrate a commitment to the goals and drivers behind Mahdlo	✓	
Enthusiasm and ability to contribute to the successful development of Mahdlo Youth Zone	✓	
Willing to learn new things and to work positively to support the youth work team in ensuring a safe and fun environment for all of our young members	✓	
A willingness to work split shifts/unsociable hours when required	✓	

MAHDLO BENEFITS



ONSITE GYM

For all of the fitness fanatics or if you just want to maintain a healthy lifestyle.



MEDICASH HEALTH CARE

On successful completion of your probationary period you will be enrolled onto Medicash - an award winning Health Care scheme.



HOLIDAY ALLOWANCE

14.54% of hours worked paid to you in your salary each month.



BIRTHDAY GIFT

£50 Birthday Gift to boost your Health and Wellbeing.



LIFE INSURANCE

We understand that losing a family member can be devastating for a family and their finances and that's why we provide life insurance from Canada Life to all of our staff members.

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