

Job title: Saturday Facilities Team Member

Responsible to: Facilities Manager

Hours of work: 8am – 2pm, weekly on Saturdays. *This may need to change to 8.15am to 2.45pm when the coffee shop can reopen.*

Location: The Mix, Stowmarket, Suffolk

Job purpose: To ensure the Mix's vision of empowering and enabling young people to change their world and ours by providing an organised, clean facility and support to the community and to room booking customers within the building.

Salary: National living wage/minimum wage

Location: The Mix, Stowmarket, Suffolk

Contract Term: Temporary, 13th February to 25th April 2021. This role may become permanent depending on operational need and government restrictions at the time.

Start date: 13th February 2021

To apply:

Please complete an application form and send this via email to:

recruitment@themixstowmarket.co.uk by the closing date **Tuesday 26th January 2021.**

Applicants must be available for interview on Thursday 28th January 2021.

What is the Mix?

The Mix is a charity for young people. We believe in the intrinsic value of every young person and strive to help them change their world and ours. We have a fantastic building in Stowmarket which is the hub for all we do. We provide a range of services for young people ourselves and in partnership with others.

We are committed to equipping our staff and volunteers to deliver excellent youth work which places the needs hopes and aspirations of the young person at the centre. We are committed to developing youth social action and offering a range of access points for young people. 1-1 and group coaching of young people has become a core component of what we offer across our programmes.

We need to have confidence that what we do is transforming the lives of young people, so we take care to measure and evaluate what we do. We actively seek to work in partnership with others for the benefit of young people.

Overview of the post:

This role is facilities based. Working in a small but highly motivated team, you will be responsible for completing cleaning duties and setting up rooms for meetings, functions and parties to match booking requirements.

You are also responsible for the building, all building users and safe evacuation in the event of an incident, or a fire drill in partnership with the FOH Team Member. There will also be an element of customer service; assisting with directions within the building and other visitor enquiries.

The Post holder will need to be an organised and reliable individual with an exceptional attention to detail. The ideal candidate will be passionate about creating a welcome environment through helpful customer service and by providing a hygienic environment.

This is an essential role, which is crucial to the successful running of The Mix. Keeping our building clean and well-presented helps to attract repeat custom for room bookings and coffee shop visitors. All our business profits provide funds for the youth work services at The Mix.

The above overview relates in part to functions that we are currently unable to provide due to COVID-19 restriction. These include hosting parties, functions, room bookings or having the coffee shop open.

However, we are currently hosting vital NHS room bookings and when it is safe to do so the other functions/services should resume and supporting these would be a part of your role.

Main Responsibilities:

1. Act as a key holder and be responsible for opening and closing the building as per operational requirements.
2. You are responsible for the building, all building users and following evacuation procedures.
3. You will be given weekly tasks to complete by the Facilities Manager which will relate to deep cleaning.
4. Assist the Front of House team in preparing rooms as per the room hire requests. This will include manual handling e.g., moving of tables and chairs (training will be provided).
5. Directing customers to the café or to room bookings throughout the building.
6. Provide a high level of customer service at our Front of House, assisting visitors with any queries or issues they may have.
7. Working well as part of a team with your colleague who is a Front of House Team Member. Covering front of house duties whilst they have a lunch break.
8. Having a knowledge and understanding of the ethos and history of The Mix, as well as all that happens in and around the building. Using this knowledge to inform young people, professionals and the public.
9. Work in accordance with The Mix's policies, procedures, principles, vision and values and be proactive in implementing equal opportunities in all aspect of your work.
10. Attend relevant training, participate in professional development opportunities and participate in regular work review procedures as required.
11. Support Cabbages & Kings on an ad-hoc basis during busy periods with cleaning tables & pot washing.
12. Undertake any other duties that are commensurate with the post.

Person Specification

Essential:

- Work well within a team and value good working relationships.
- Be a well organised and reliable individual.
- Excellent interpersonal skills including spoken and written communication.
- Ability to work Saturdays.
- Hold young people in high regard and have a passion for seeing them discover their true value.
- Good understanding of safeguarding procedure and protocols.
- Ability to work flexibly and strategically.
- Self-motivated, enthusiastic, committed.
- Ability to work well within a team.

Desirable:

- Be prepared to use other relevant gifts and skills to support and develop the work of The Mix.
- Experience of working in a youth or community centre, or a large, complex public building.

We take safeguarding very seriously and as such any job offers will be subject to the outcome of an Enhanced DBS check (criminal records) and two references.