

City of Edinburgh Council job description

Post title	Facilities Coordinator
Directorate	Wider Achievement and Lifelong Learning - Outdoor Learning and Adventure Education
Service	Children, Education and Justice Services
Responsible To	Sales and Operations Officer
Number of post holders	3/4

Purpose of job

The City of Edinburgh Council has two residential Outdoor Learning Centres and one city based Outdoor Learning Centre. Lagganlia Outdoor Centre is based in the Northern Cairngorms and the other Benmore within the grounds of the Botanical Gardens near Dunoon. Both Centres provide fully serviced courses with a maximum capacity of 150 clients per Centre. Lagganlia also has self-catering lodges and camping huts available for hire. All-inclusive Outdoor Learning courses provide organised outdoor activities, equipment and instruction, full board and accommodation to school parties and other groups, including special needs groups. Both Centres also provide training for individuals as instructors, leaders and guides in outdoor pursuits. Bangholm Outdoor Centre is based on Trinity High Schools playing fields and provides city based outdoor learning opportunities, development and support.

The facilities coordinator will work with the Principal Teacher, Sales and Operations Officer and Senior Instructor and to deliver the operational elements of the centres. They will assist in the day-to-day operation of the centre supervising domestic and kitchen staff and ensuring that scheduled maintenance is carried out. They will manage local operational budgets and the purchasing of goods and services. They will provide day to day administrative functions and staff the centres reception.

The what - major tasks and job activities

Administration & Reception

- Ensure an efficient reception service is provided, and that face to face, email and telephone enquiries are dealt with effectively.
- Effective promotion of the variety and quality of courses offered.
- Monitor and regularly report to Sales and Operations Officer on expenditure of the centre's budget.
- Ensure the provision of an administrative and clerical support service to the Centre for upcoming courses.

- Ensure accurate records pertaining to the centre (usage, budget monitoring, HR etc) are maintained, collated, analysed and presented to staff (for statutory and other purposes).
- Planning, ordering and receipting the purchasing of goods and services.

Facilities & Staff Management

- The Facilities Co-ordinator(s) have day to day responsibility for staff management and for dealing with building management issues. They in turn report to the Sales and Operations Officer.
- Ensure the Centre is presented and maintained to required standards eg cleanliness. In accordance with procedures, ensure the operation of building security, equipment inventory, property repairs reporting and Centre stock controls.
- Organise, supervise and motivate domestic and kitchen staff.
- Implement and monitor a safe Centre environment in accordance with all Health and Safety good practice guidelines.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

Knowledge and Skills

The postholder will need an effective knowledge and abilities in:

- Financial monitoring
- Project management
- Customer Service
- Effective administration processes
- Management of staff

It is expected that he/she shall hold qualifications equivalent to SVQ2.

Creativity and Innovation

Assisting the management team with centre planning, programming and development by:

- Contributing to the centre planning and development process
- Liaising with centre users, management and others to maximise the centre's use
- Monitoring the centre budget and informing about the budget position
- Ensuring the smooth running of the centre programme by use of good organisational and communication/liaison skills.

Contacts and Relationships

- The post holder has daily contact with a wide range of potential and existing centre users through telephone, digital channels and face to face.
- Have the ability to manage the work and deployment of staff calmly and efficiently, and especially to develop a team approach with the staff.

Decisions (Discretion)

- Ordering and supplies and service expenditure in the outdoor centres.
- Monitor budgets and ensure they are effectively managed.
- Work with Senior Instructor to ensure the needs and expectations of new and existing users can be achieved.
- Manage the effective delivery of domestic and catering operations.

Decisions (Consequences)

The decisions made will ensure the operations side of the outdoor centres is effective and supported the delivery of quality outdoor learning and residential experiences.

Environment - work demands, physical demands, working conditions, work context

Environment – Work Demands

The post holder will need to be able to work independently and plan their time and work effectively to ensure operation of the centres.

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office activities.

Environment – Working conditions

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office activities. The postholder will be required to make occasional journeys to Edinburgh and Benmore or Lagganlia Outdoor Centre, these may include overnight stays.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Supervision and management of people

Supervision and Management of People (Numbers and type of staff)

6 FTE - Domestic and Kitchen Staff

Resources the job holder will be responsible for

- Staffing
- Physical Estate of Outdoor Centres

- Centres Administration, Catering, and Domestic Budget

Additional information - health and safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager.
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).

Organisation Structure

