



Job Title: Recreation Assistant

Hours of work: Casual, predominately between 17:00 – 23:30pm

Salary: £10.42 per hour

Location: Millwall Community Trust, Lions Centre, Bolina Road, SE16 3LD

Responsible to: Facilities Lead

Our Vision:

Our vision is to 'improve lives, enhance communities', and aim to 'make a positive difference for all young people through sport and physical activity'. We have developed a strong track record of delivering high quality community-based initiatives and services in the London boroughs of Southwark and Lewisham.

Our work focuses on three priority areas; Health & Wellbeing, Learning & Skills, and Social Inclusion, and these are all underpinned by our promise to deliver accessible opportunities for young people.

Your Role:

To assist the Facilities lead with the smooth running of the Lions Centre, relating to the general operation of the buildings and facilities by following the correct implementation of procedures relating to operations such as: bookings, customer care, equipment availability, and income and cash handling procedures.

Key Responsibilities:

You will be responsible for, but not limited to:

- Welcoming guests to Lions Centre in a professional and courteous manner
- Helping coaches with equipment set up and putting away (goals, footballs etc.)
- Assisting with facility security by ensuring opening / locking up procedures are followed and documented
- Assisting in security of facilities, participants and staff (including self) at all times



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Registered Office: The Den, Zampa Road, London, SE16 3LN
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VAT Registration No: 805 1229 63





Customer Service

- To assist in maximising usage of the Centre by the local community and assist in encouraging participation in sport and recreation. This will include:
- Acting as first point of contact for all Millwall Community Trust facilities' visitors, taking every opportunity to promote a positive image of MCT and Millwall FC.
- Dealing with 'face-to-face' and telephone bookings, enquiries and feedback
- Relaying messages where applicable
- Helping to organise special events, tournaments and fun days

Administration and bookings procedures

- To assist in facilities administration. This will include:
- Taking bookings, including placing bookings on system and taking cash and card payments
- Assisting with publicity and promotion activities to raise awareness of MCT's work
- Reception and other delegated administration duties
- Answering the phones and taking messages where appropriate
- Data reporting input - relevant monitoring and evaluation systems.
- Promoting programmes for adults and children, booking courts, pitches and courses, dealing with customer queries in person, via phone, answer machine, e-mails, and social media
- Managing booking records, helping to maintain the database, as well as assisting with marketing and selling of functions and events

Essential Requirements:

Qualifications

- Safeguarding Children & First Aid certificates (can be completed after offer of employment)

Personal Skills/ Abilities:

- Ability to develop positive relationships with people.
- Ability to work as part of a team and maintain good working relationships.
- Strong track record of punctuality and reliability.
- Excellent planning, organizational and time management skills.
- A positive 'can do' attitude, always looking for solutions to problems or issues.
- Enthusiastic and self-motivated to make a difference within the community.
- Excellent communication and inter-personal skills to adapt to different age groups and stakeholders.
- Have a flexible approach to work and be able to work unsociable hours, predominately between 17:00 – 23:30pm



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To Apply: To comply with safer recruitment procedures for the Club we are unable to accept CV's.

Please ensure that you complete our standard application form (which is available via a link on our website). If you do require assistance in any part of the application process, please contact us via recruit@millwallfc.co.uk

Application Form Link: www.millwallfc.co.uk/club/currentvacancies/new-page-16

All applications need to be sent to recruit@millwallfc.co.uk

Due to the quantity of applicants expected, only those short-listed will be notified.

Closing date for applications: Friday 22nd March 2024

Please note that the appointment of the successful candidate will be subject to standard preemployment screening, as applicable to the post. This will include right-to-work, proof of identity, Disclosure and Barring Service (DBS), and references.

Please note that any personal data submitted to the charity as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. The charity's Policy on Data Protection is available on request.

Entry into employment with the charity and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably requested.

Millwall Community Trust are fully committed to equality, diversity, inclusion, and anti-discrimination. We will work to address areas of under-representation and disadvantage in all aspects of our operations, activities, and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded.



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'Millwall Community Trust is committed to safeguarding children and adults at risk. The successful candidate may be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information given.'

Safeguarding Policy Statement

Because of the nature of the work undertaken by Millwall Community Trust (MCT), it is required by law to have in place robust safeguarding policies and procedures to ensure the protection of children, young people and adults at risk. To ensure that MCT meets that duty - and as part of a proactive, integrated and consistent approach to safeguarding - the organisation has developed a Safeguarding Handbook.

What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of children, young people and adults at risk and protect them from harm. Safeguarding means protecting people from abuse, maltreatment, neglect, harm and/or exploitation. Through MCT setting up and following good safeguarding policies and procedures, it means that children, young people and adults at risk - that come into contact with our organisation - are protected from those that might pose a risk. All organisations that work with (or come into contact with) children, young people and adults at risk are required to have safeguarding policies and procedures to ensure that everyone - regardless of their age, gender, religion or ethnicity - can be protected from harm.

MCT's Safeguarding Ethos

MCT will always seek to provide protection to any person that receives our services. To this end MCT will provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a person may be experiencing, or be at risk of, harm. MCT believes that a no one should ever experience abuse of any kind. MCT have a responsibility to promote the welfare of all children, young people and adults at risk to keep them safe. MCT are committed to work in a way that protects them. This **Safeguarding Policy Statement** applies to everyone that comes into contact with MCT - including as applicable - the Board of Directors & Executive Team, Senior Managers, Staff, Agency Staff, Contractors, Suppliers, Volunteers, Students on work experience, as well as anyone else working on behalf of MCT. This policy also applies to any other person that engages with the work of MCT and includes parents, carers, families and other visitors to MCT premises.

Safeguarding at MCT

MCT places the safeguarding of children, young people and adults at risk as its prime focus and has developed full safeguarding policies and procedures. To underpin the approach, MCT ensures all of its management team, staff members and volunteers have been fully trained in safeguarding to enable the organisation to live and breathe its approach. **In developing MCT's safeguarding policies and procedures, the organisation has adopted the following three-part safeguarding strategy which focuses on:**

1. Getting the right people involved with MCT

This is achieved through adherence to MCT's Safer Recruitment Policies and Procedures.

2. Creating a safe environment for children, young people & adults at risk

This is achieved by providing all required safeguarding training, support and best practice advice; and further guidance by the effective communication of MCT's Codes of Conduct.

3. Promoting clear systems to deal with any safeguarding concerns

This is achieved through implementation of all MCT's policies and procedures relating to safeguarding.

A full copy of MCT's Safeguarding Handbook is available by speaking with (or contacting) the MCT person responsible for safeguarding.



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