

Recruitment Pack for

# Outdoor Facilities Officer

Dear Applicant

**Post:** Outdoor Facilities Officer

**Hours:** 37 hours per week

**Location:** Live Borders Head Office Galashiels  
**Closing Date:** **Sunday 7 August 2022**  
**JOB REF No:** **0683**  
**SALARY:** **Grade 5 (£11.89 per hour)**

You will find the following enclosed:

- Introduction to Live Borders
- Our Strategic Vision
- Our Service – Community Centres
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

The enclosed information provides you with details about our organisation to assist you with your application.

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form on our website at [www.liveborders.org.uk/get-involved/jobs/](http://www.liveborders.org.uk/get-involved/jobs/). Please complete both and return to [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk)

The anticipated timeline for the recruitment process is outlined below:

**Closing Date:** **Sunday 7 August 2022**  
**Interviews:** **TBC**

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) to discuss your needs or request a call back.

We look forward to receiving your completed application.

## Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

## Our Strategic Vision

**Vision:** Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

**Mission:** We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

### Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

## Our Aims and Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our CEO and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

[www.liveborders.org.uk/what-to-expect-getting-you-back-safely/](http://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/)

## OUR SERVICE – Commercial Services/ Operations

This team are responsible for delivering all commercial activities of the business. The service will demonstrate a commitment to quality service delivery through continuous improvement and innovation/new product development.



## Facilities

The facilities team manage a range of facilities from our sporting venues and swimming pools, a number of public halls and Heart of Hawick (a multi-use cinema/conference/business units/café).

We also operate TriFitness in partnership with Borders College and Heriot Watt University.

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Post:</b>	Outdoor Facilities Officer
<b>Department:</b>	Commercial Services
<b>Reporting to:</b>	Area Manager

### Job Purpose:

Oversee the Outdoor Facilities driving new revenues and maximising facility usage and occupancy while ensuring all facilities and staff fulfil health and safety, maintenance and certification obligations.

### Responsibilities:

1. Responsible for overseeing the synthetic pitch portfolio and Tweedbank Athletics track and any new outdoor facilities that may arise in the future.
2. Directly manage the standalone synthetic pitches (not part of wider facility) – 3G Gala, Volunteer Park and Melrose 3G and all the staff working within these facilities and Tweedbank Outdoor Sports Centre.
3. Work collaboratively with site managers and Active Communities colleagues to drive new revenues and participation and influence the P&L ensuring continued business growth across the service
4. Maximise facility occupancy/usage by identifying opportunities for creative and innovative programming
5. Recruit, develop and support all staff working within the facilities, developing and implementing a training programme to foster an environment of continued improvement.
6. Review maintenance obligations and performance and analysis the best way to deliver the required maintenance, whether outsourcing the contract or delivering in-house
7. Ensure all facilities fulfil maintenance obligations and achieve the required level of certifications, striving to ensure all pitches are providing the best possible service.
8. Oversee, manage and report on all maintenance schedules providing assurance to management that the facilities are being appropriately maintained.
9. Ensure that all facilities being directly managed meet the health and safety standards established by Live Borders, including risk assessment, building operating procedures, food hygiene and other compliance.
10. Oversee the booking system and process making customer focused improvements to the system as required.
11. Report on performance including service efficiency and occupancy/usage.
12. Work collaboratively with the Fundraising Officer to maximise all sponsorship opportunities for the facilities – pitch side advertising boards etc.
13. Work collaboratively with the Property and Asset Manager to ensure all property related issues are addressed in a timely manner.

**Other details:**

Requirement to work out of hours or weekends – not normally

**Note: the salary/pay of all posts within Live Borders will be subject to a further review and evaluation.**

**Person Specification:**

<b>EDUCATION</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
<b>EXPERIENCE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
At least 3 years' experience of effectively managing outdoor facilities, including the line management of staff.			
Knowledge of and experience of delivering 3G/2G pitch and track maintenance schedules and procedures and awareness of governing body pitch certification regulations.			
Track record of delivering successful performance and developing and increasing income streams in outdoor facilities.			
Experience of managing budgets and a good understanding of financial management being able to interpret results through accounts.			
Excellent communication skills, (both written and oral) with ability to deliver			

to a variety of audiences.			
Experience of delivering excellent customer service			
Experience of developing strong successful partnerships and working in collaboration with internal and external partners, including sports clubs and local sporting organisations, to deliver key outcomes.			
Ability to influence.			
Full and valid driving license.			
Excellent Microsoft Office skills.			
<b>SKILLS AND KNOWLEDGE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
Knowledge of industry sector			
Self-motivated, with the ability to work proactively using own initiative.			
Numerate with strong analytical and problem solving ability.			
Tenacious and results driven with sound business judgement.			
Expert negotiating and influencing skills demonstrated to achieve successful outcomes.			



Ability to influence both internally and externally.			
Credible and confident communicator (written and verbal) at all levels.		First class presentation skills.	
Ability to work collaboratively with others to provide a high quality service.			
Ability to organize, prioritise and meet deadlines.			

## SUMMARY OF CONDITIONS OF SERVICE

Location:	<b>Live Borders Head Office Galashiels</b> (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	<b>37</b> hours per week worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

# INFORMATION FOR ALL JOB APPLICANTS

## Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

## Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

## Live Borders

For more information about Live Borders please visit our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

Please contact our People Team on [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) if you require any other information about working for Live Borders.