



Trilogy Mission

'Inspiring Active Lifestyles'

Job Description

Job Title:	Facilities Manager (Part Time)
Salary:	£26,549 (Pro Rata)
Responsible To:	Centre Manager
Responsible For:	All bookings.

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication
- **Encourage Creativity** – Support innovation, try new ideas, adopt change
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset
- **Deliver Excellence** – Provide the customer experience you want to receive
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance
- **Embrace Diversity** – Champion equality, diversity & inclusion

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policies and procedures
- Work with your teams, to deliver the best possible customer experience
- Adopt and adhere to NLT Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business
- Influence, teach and support your colleagues to achieve excellence in all areas of customer service
- Communicate, feedback, and promote the company values.
- Work with the team to deliver the aims and objectives within the company strategy.

Individual Duties & Responsibilities

- Supervision of the site, programmes of activities, maintaining the required standards of health & safety, cleaning, and security (unlocking & locking) as well as facility hire administration
- Work with Trilogy Team to ensure the best possible customer experience and customer satisfaction.
- Drive membership sales, prioritise retention, and maximise commercial activity to achieve the greatest returns both social and financial.
- Manage your own performance and progress, with assistance from your line manager.
- Manage facility checks and report to appropriate teams.
- Any other duties commensurate with the demands of the organisation.

Job Demands

- Achieve and maintain a First Aid at Work Qualification.
- Administering 1st aid
- Lifting and carrying when setting up / down activities.
- Working to a structured rota, covering daytimes, evenings, weekends, and bank holidays.
- Work the necessary flexible hours to meet the needs of the business.
- Manage conflict and resolve problems.
- Deal with customers in a professional and positive manner.
- Remain calm when dealing with emergency situations.
- Be accessible to the whole team for support (as required).
- Lone Working.

Essential Attributes Required to Work for Trilogy

- Possess the culture, values, and behaviours of the company.
- Knowledge and experience in relation to the post.
- Ability to learn, develop and accept challenge.
- Constructive, open minded and a positive communicator.
- A team player who want's others to succeed.
- Ability to motivate self and team, delivering excellence through them.
- Have personal drive, sense of purpose and self-motivation.
- A flexible problem solver.
- Dependability, conscientiousness, and persistence.

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity, and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce, and its customers to celebrate Equality, Diversity, and Inclusion.