



JOB DESCRIPTION – Grange Pavilion Assistant

Post Title: Grange Pavilion Assistant

Salary: £13.45 per hour

Duration: Permanent (subject to funding)

Hours: 4 hours per week on a flexible rota

Start Date: TBC

Location: Grange Pavilion, Grange Gardens, Cardiff, CF11 7LJ

Closing date for applications: Friday 12 June 26

Interview date: week commencing 15 June

Job Description and Purpose

The Grange Pavilion Assistant plays a key role in ensuring the Pavilion operates safely, smoothly, and welcomingly for all users. This includes supporting community activities, overseeing the building during allocated shifts, and maintaining high standards of customer care, cleanliness, and safety.

Working closely with the Charity Director, staff team, and volunteers, you will help manage day-to-day operations, support events and bookings, and ensure the Pavilion remains a safe and accessible space for the local community. The role includes evening and weekend work and may involve lone working.

Duties and Responsibilities

- Ensuring the safe operation of the Pavilion, including opening and closing the building, supervising volunteers, and maintaining high standards of customer care.
- Liaising with the management team to resolve operational issues.
- Supporting user groups, managing bookings, and assisting with the daily programme of activities.
- Assisting with the preparation, organisation, delivery and supervision of events.
- Promoting and maintaining high standards of service in line with the aims of Grange Pavilion.
- Providing guidance and support to volunteers and staff.
- Handling initial customer queries and complaints professionally.

Supervision and Security of the Public

- Directing user activities to prevent injury, misuse or damage to facilities or equipment.
- Providing trained assistance to users in difficulty (First Aid training provided).
- Supervising and implementing emergency procedures.
- Checking building security and fire safety measures, including exits and fire-fighting equipment.
- Ensuring the safety and security of all users.

Cleaning Tasks

- Carrying out cleaning of the centre, its surroundings and equipment to maintain high standards of cleanliness and presentation.
- Completing the daily cleaning schedule and reporting issues to the management team.

Building Services, Structure and Equipment

- Reporting faults or damaged equipment and removing items from service where necessary.
- Ensuring equipment is used safely and appropriately.

Health and Safety

- Complying with the Pavilion's Health and Safety Policy.
- Administering emergency First Aid (training provided).

Ancillary Duties

- Attending training sessions and staff meetings.
- Supporting the development of procedures and work instructions, and assisting with staff training.
- Carrying out any other reasonable duties as required by the management team.

Person Specification

Essential Criteria

- Strong communication skills with the ability to engage confidently with the public, staff and volunteers.
- Trustworthy, enthusiastic, self-motivated and able to use initiative.
- Reliable, responsible, and able to apply procedures consistently and professionally.
- Friendly, approachable manner and the ability to lead by example.
- Applicants should demonstrate a good attendance record in previous employment and a commitment to reliability in this role.

Desirable Criteria

- Previous experience in facility management, caretaking or a similar role (training provided).
- Bilingual or multilingual.

Hours

- 4 hours per week on a flexible rota.
- Shifts may fall anytime between 9am and 9pm, Monday to Sunday.
- Final hours will be agreed upon appointment.
- Lone working applies to this post, and a Lone Working Policy will be provided.

Application Process

Please send your CV and a Cover Letter (maximum two sides of A4) outlining your interest in joining the Grange Pavilion and how you meet the criteria for the role.

Please return completed applications to: board@grangepavilion.wales

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