

# Facilities Officer Application Pack

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# (FTE £31,537-34,434)

**FACILITIES OFFICER**

**Swanspool Gardens and Pavilion**

**Temporary Position | 30 Hours per Week | NJC Points 18-23**

**Start Date:** 3rd November 2025

**Contract:** Temporary until 30th March 2026 (with potential to extend)

The Council is seeking an enthusiastic and dedicated Community Facility Officer to lead the comprehensive operations of Swanspool Gardens and Pavilion - a vital community asset with enormous potential.

You'll be responsible for the complete operational management of our tennis courts, bowls facilities, and hall hire services. From developing marketing strategies and building community partnerships to overseeing maintenance and ensuring health and safety compliance - this varied role offers the chance to truly shape the future of these important community spaces.

 If you are seeking a new challenge and have experience in this field, we would love to hear from you. Applicants are invited to discuss the role with the Town Clerk, by contacting our office number or email clerk@wellingboroughtowncouncil.gov.uk for an application pack. The application pack is also available to download on our website [www.wellingboroughtowncouncil.gov.uk](http://www.wellingboroughtowncouncil.gov.uk/) No CV’s will be accepted.

**Closing date for applications is 12th October 2025**

**WELLINGBOROUGH TOWN COUNCIL**

#### FACILITIES OFFICER

#### How to Apply

1. Please read all of the Application Pack prior to completing your application and make clear in your application why you are interested in the position, and what relevant skills and experience they have, with reference to the Job Description.
2. The application form must be completed in full and shortlisting will be based on the information provided. CVs will not be accepted. Please also complete and submit the Equality and Diversity Monitoring Form with your application.
3. **The closing date for applications is midnight on 12th October 2025**. Applications received after this time may not be considered.
4. Applications to be sent by email to: clerk@wellingboroughtowncouncil.gov.uk
5. Applicants who have been shortlisted for interview will be advised by 17th October, with interviews being held the following week.
6. . Full details of the interview process will be sent to all shortlisted candidates.

##### WELLINGBOROUGH TOWN COUNCIL JOB DESCRIPTION

**JOB DESCRIPTION- FACIITIES OFFICER**

**POSITION OVERVIEW**

The Council seeks a dedicated Community Facility Officer to manage the comprehensive operations of Swanspool Gardens and Pavilion, a significant community asset requiring focused leadership to achieve its full potential. This role encompasses facility management, programme delivery, and customer service.

This is a temporary position until the 30th March 2026, with potential for the council to extend.

**Start Date:** 3rd November 2025
**Employment Type:** Temporary until 30th March 2026 (with potential to extend)

**Hours:** 30 hours per week
**Reporting to:** Town Clerk

**Rate:** NJC points 18-23

**KEY RESPONSIBILITIES**

**Facility Operations Management**

* Oversee daily operations of tennis court facilities, including booking systems, court maintenance scheduling.
* Manage bowls facility operations, coordinating with bowling clubs and individual users
* Coordinate hall hire services, managing bookings, setup requirements, and customer liaison
* Ensure optimal facility utilisation

**Programme Development and Marketing**

* Create and implement marketing strategies to promote facilities and programmes
* Develop partnerships with businesses, community groups, charities and educational institutions
* Monitor programme effectiveness and make recommendations based on community needs and feedback
* Identify and seek grants for the improvement of the facilities, and provision of activities.

**Building and Grounds Management**

* Oversee the refurbishment, maintenance and upkeep of pavilion buildings and surrounding grounds
* Coordinate with contractors and maintenance teams for repairs and improvements
* Clerk committee and working group meetings dedicated to the operation and refurbishment of the gardens and pavilion.
* Manage facility security, including opening/closing procedures and alarm systems
* Ensure facilities meet required standards for cleanliness, safety, and presentation

**Health and Safety Management**

* Implement and maintain comprehensive health and safety protocols across all facilities
* Conduct regular risk assessments, ensuring compliance with relevant legislation
* Manage incident reporting and investigation procedures
* Undertake safety training

**Customer Service and Administration**

* Provide excellent customer service to facility users and community groups
* Handle inquiries, complaints, and feedback in a professional manner
* Maintain accurate records of bookings, income, and facility usage
* Prepare regular reports on facility performance and revenue generation

**ESSENTIAL SKILLS AND EXPERIENCE**

**Essential Experience**

* Experience in facility management, leisure operations, or similar community venue management
* Demonstrated experience in customer service delivery within a public-facing role

**Essential Skills**

* Strong organisational and time management abilities
* Excellent communication skills, both written and verbal
* Ability to work independently with minimal supervision
* Basic understanding of building maintenance and grounds keeping principles
* Competency in Microsoft Office Suite and database management
* Customer-focused approach with problem-solving capabilities
* Flexibility to work varied hours including evenings and weekends

**DESIRABLE EXPERIENCE AND SKILLS**

**Desirable Experience**

* Previous involvement in health and safety management and compliance
* Previous marketing or promotional activity experience
* Experience working within local government or public sector environment
* Event management and coordination experience

**Desirable Skills**

* First Aid certification or willingness to obtain
* Understanding of grant funding applications and community partnerships
* Social media management and digital marketing skills
* Knowledge of relevant legislation (Health and Safety, Data Protection, etc.)

**Personal Attributes**

* Enthusiastic and proactive approach to community engagement
* Ability to build positive relationships with diverse community groups
* Adaptable and resilient in managing changing priorities

**Working Conditions**

* Based at Swanspool Gardens and Pavilion
* Flexible working hours required to accommodate facility operations, including evenings and weekends
* Physical requirements including setting up furniture and equipment for hall bookings
* Valid UK driving licence and access to own transport desirable

**Salary and Benefits**

* Competitive salary commensurate with experience
* Local government pension scheme
* Annual leave entitlement plus bank holidays
* Opportunities for professional development and training
* Supportive working environment within established council framework

**WELLINGBOROUGH TOWN COUNCIL**

**Facilities Officer**

**Terms and Conditions of Employment**

For all purposes not specified within this document, the post is subject to the terms of the conditions of service determined by the National Joint Council for Local Government Services (NJC/ Green Book).

1. **Salary**

The post is offered at a salary within the NALC/SLCC Spinal Column Points 18 - 23 (£31,537-34,434) This salary is based on a Full-Time equivalent of 37 hours per week and will be pro rata on a 30 hour working week.

1. **Working Week**

The normal working week is 30 hours; however, it is expected that you will work flexibly and commit sufficient hours, subject to working time regulations, to meet the needs of the Council including evenings and weekends.

1. **Place of Work**

The Council is located in Wellingborough your place of work will be Swanspool Pavilion. You may be required to work from other locations as the exigencies of the position require.

1. **Expenses**

In addition to the payment mentioned in item 3 of this document, travel, mileage, and subsistence expenses incurred during approved travel on Council business will be reimbursed under the Council’s scheme applicable at the time.

1. **Other Employment**

This is a part-time post. The post holder will be fully engaged in the employment of the Council and agrees not to undertake any other paid employment without the express consent of the Council. The Council reserves the right to require that any other employment does not conflict with the role or standards required to be undertaken or met in the position of Facilities Officer.

1. **Annual Leave**

The post holder is entitled, in addition to the normal bank and public holidays, to 22 working days’

leave in each leave year (part years pro rata). The leave year runs from 1 April to 31 March.

In addition to general national holidays, two extra statutory days are given, the timing of these extra- statutory holidays is by mutual arrangement.

1. **Period of Notice**

The post is a temporary position, with potential to be made permanent, subject to a 6 month probationary period and the permanent appointment must be confirmed by the Council.

The post holder must give at least three months written notice to terminate the Employment. The post holder will be entitled to statutory notice during the probationary period and three months written notice after successful completion of the probationary period.

1. **Pension**

The postholder will be offered to join the Local Government pension scheme.

1. **Employee Development Scheme and Salary Review**

This is a key post whose success is vital to the successful development of the new Town Council. The Council therefore will provide full training.

1. **Health and Safety Regulations, Other Legislation & Policies**

You will be expected to familiarise yourself with all relevant regulations, legislation and policies applying to or made by the Council and ensure that you comply with these as required. Detailed policies and procedures are outlined in the Employee Handbook with which you are expected to comply.

# Equality and diversity monitoring form

**Wellingborough Town Council** wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The Council seeks your help and co-operation to enable it to do this but filling in this form is voluntary. The information will kept separate from your application and will form no part of the selection process.

**Gender** Man 🗆 Woman 🗆 Intersex 🗆 Non-binary 🗆 Prefer not to say 🗆 If you prefer to use your own term, please specify here …………………….

**Are you married or in a civil partnership?** Yes 🗆 No 🗆 Prefer not to say 🗆

**Age** 16-24🗆 25-29 🗆 30-34 🗆 35-39🗆 40-44 🗆 45-49 🗆 50-54 🗆55-59 🗆 60-64 🗆 65+ 🗆 Prefer not to say 🗆

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

***White***

English 🗆 Welsh 🗆 Scottish 🗆 Northern Irish 🗆 Irish 🗆

British 🗆 Gypsy or Irish Traveller 🗆 Prefer not to say 🗆

Any other white background, please write in:

***Mixed/multiple ethnic groups***

White and Black Caribbean 🗆 White and Black African 🗆 White and Asian 🗆 Prefer not to say 🗆 Any other mixed background, please write in:

***Asian/Asian British***

Indian 🗆 Pakistani 🗆 Bangladeshi 🗆 Chinese 🗆 Prefer not to say 🗆

Any other Asian background, please write in:

***Black/ African/ Caribbean/ Black British***

African 🗆 Caribbean 🗆 Prefer not to say 🗆

Any other Black/African/Caribbean background, please write in:

***Other ethnic group***

Arab 🗆 Prefer not to say 🗆 Any other ethnic group, please write below:

**Do you consider yourself to have a disability or health condition?**

Yes🗆 No 🗆 Prefer not to say 🗆

# WELLINGBOROUGH TOWN COUNCIL

Wellingborough Town Council is an equal opportunities employer and your application will be judged solely on merit and irrespective of ethnic origin, race, colour, gender, disability, age, trade union activity, marital status, religion, belief or sexual orientation or any other protected characteristic. Please answer all the questions in this form honestly and truthfully and read and sign the declaration and consents at the end of the form to provide the best chance of obtaining an interview. If you require any assistance, please contact Sally McLellan, clerk@wellingboroughtowncouncil.gov.uk . **Please complete the form in full in black ink or type and use only A4 size paper for any continuation sheets.**

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| **PERSONAL DETAILS** |

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| Family Name: Forename(s): Preferred Title:Address: Post Code: Home Tel. No: Work Tel. No: Mobile No: Email Address:  |

**EDUCATION AND QUALIFICATIONS**

Please give details of your education and qualifications obtained plus those currently being pursued.

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| Secondary School, College and/or University | Dates | Subjects studied and/or qualifications/grades obtained |
| From | To |
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Please note that you will be asked to produce evidence of your qualifications

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| **PROFESSIONALAND TECHNICAL BODIES MEMBERSHIP** |

Please give details of any relevant professional or technical bodies of which you are a member by examination or subscription and any CPD you have undertaken.

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| Name of Institute/Professional Body | Level ofMembership | Year of Award |
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| **PRESENT OR MOST RECENT EMPLOYMENT** |

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| Employer: Address: Post Code: Job Title: Current or Final Salary: Date Commenced: Leave Date or Notice Period Required:  |

Please indicate the main duties and responsibilities of your current or most recent job. (Please attach a copy of the job description if you wish.)

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Why do you/did you wish to leave your current/most recent job?

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| **EMPLOYMENT HISTORY** |

Please list all your previous employment history in chronological order using a separate sheet if necessary and please give reasons for any gaps in your employment history.

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| Name and Address of Employer | Employment Period  | Job Title and Salary  | Reason for Leaving |
| From | To |
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| **RELEVANT EXPERIENCE AND OTHER SUPPORTING INFORMATION** |

The information you provide in this section is very important in assessing your application. Please give details of your knowledge, qualifications, experience, skills and ability to cope with the demands of the post, relating them to the details in the Application Pack. Please continue on additional A4 sheets if necessary.

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| **PREVENTION OF ILLEGAL WORKING** |

Are you eligible to work in the UK? Yes No

Do you require a work permit to take up employment in the UK? Yes No

The Council has legal obligations to ensure that you can work legally in the UK. Prior to taking up any employment you will be required to provide evidence of a passport and/or other relevant documents on the approved list to satisfy the Council that you comply with this requirement.

Are there any restrictions on your residing in the UK? Yes No

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| **REFERENCES** |

Please give details of two persons who we could contact and would be willing to supply a reference for you. We would prefer your referees to be your most recent employers including your current employer, if applicable.

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| Name:  Position:  Address:  Post Code:  E-mail address: Tel. No.: Capacity known to you:  | Name:  Position:

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| E-mail address:   |

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Tel. No.:Capacity known to you:  |

Have you any objection to the references being obtained prior to interview. Yes No

References will be obtained, and their authenticity checked if you are offered the appointment.

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| **RELATIONSHIPS** |

Are you, to your knowledge, related to or have any relationship with a Councillor or employee of the Council? Yes No

If “yes”, please give details.

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| **DISABILITY DISCRIMINATION ACT 1995**  |

Do you have a disability you wish us to know about at this stage? Yes No x

If yes, to assist us in making the assessment and interview arrangements please note below if you believe there are any reasonable adjustments we should be making.

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| **DECLARATION**  |

I declare that all the foregoing details given in this application are true to the best of my knowledge and understand that verification checks may be made. I also understand that if the information I have given is found to be untrue or misleading this will be sufficient grounds for disqualification from appointment or dismissal from any employment gained.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **DATA PROTECTION CONSENT** |

I understand that the information given in this form will be processed only by the Council for the purpose of considering my application for employment and if I am successful in my application this form and the information in it will be retained in my personnel file for such time as I am an employee and for up to six years after the end of my employment. Otherwise this form will only be retained by the Council for so long as it is required in connection with the application.

Under the Data Protection Act and GDPR you have specific rights including giving consent for the collection and processing of your personal data. Please see Council’s Data Privacy Statement and Policy on our website for further information. Please indicate below whether you give consent for us to collect, record and process the personal data you have provided for the purposes of recruitment, selection and appointment.

 I give my consent.

Signed \_\_\_\_ \_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **NOTIFICATION OF VACANCY** |

How did you find out about this vacancy?

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**Please complete all sections and do not include a CV**