



LONDON STADIUM

OPERATIONS DEPARTMENT ROLE PROFILE

Community Track Attendant

RESPONSIBLE TO: Community Track Manager

SALARY RANGE: £25,000 to £27,000 per annum, subject to experience, knowledge and skills

TERMS: Full-time, fixed term role for six months

THE ROLE

London Stadium are looking for a Community Track Attendant to join the team for a minimum of six months (with the possibility to run longer) to assist with the running of the London Marathon Community Track. This facility plays a key role in the community, as a multi-use sport, education and event space. It is also the proud home of Newham and Essex Beagles - a leading athletics club in Great Britain, Stonewall FC the world's most successful LGBT+ football club and to the Bobby Moore Academy, a secondary school with access to LMCT for all pupils as their sport and recreation space. You can read more about the track on our website at: [Community Track | London Stadium \(london-stadium.com\)](https://www.london-stadium.com/community-track)

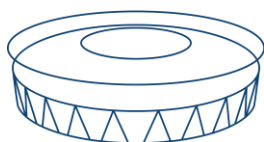
This role will involve day-to-day responsibility for operating the facility in partnership with Community Track Manager to deliver a full programme of community use, developing and maintaining key stakeholder relationships. The role will also include assisting the wider London Stadium operations team with a range of event and commercial operations at both the track and stadium, including opportunities to contribute to the delivery of track events and community projects. Due to the nature of events and bookings at the community track, you will be required to work early mornings, evenings, weekends and bank holidays to fulfil working patterns. This is shared with the Community Track Manager.

You will ideally have a background in leisure with knowledge and experience in operations. The role requires strong communication skills, liaising with all Community Track user groups, event owners, and stadium employees to ensure efficient scheduling of all Community Track activity. But enthusiasm to learn is a key component as training will be given.

In this role, we are looking for a talented individual with relevant lived/work experience of working with diverse communities like those we serve in east London and looking to develop them further. You should have an understanding of working with a diverse user group and understand the opportunities that our facility can bring to our community. You will have a positive, proactive attitude with a creative flair to problem solving whilst working to changing timelines and priorities. You will work in partnership with the Community Track Manager across Community Track projects and demonstrate excellent time management skills.

This is also a great opportunity for someone looking to further develop their career in an operational event environment, through day to day operations and a variety of projects and exciting events such as football, Major League Baseball, athletics, rugby and community events. No two days will be same so this role will

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be varied and give you the opportunity to get involved in a wide range of activities. In return we offer development opportunities and many company benefits.

Please see specific duties and requirements in the Role Profile and Person Specification below.

HOW TO APPLY

To find out more about this role and to apply please download a copy of our recruitment pack and hit "Apply Now" by 9am on Thursday 19th May 2022. Interviews will take place by video conference during the week commencing 23rd May 2022. We are looking for someone to start as soon as possible thereafter.

ABOUT LONDON STADIUM

For further information about London Stadium please visit the website [here](#).

You can find all other activity and updates from London Stadium on social media here: [Facebook](#), [Instagram](#), [Twitter](#), [LinkedIn](#), [YouTube](#).

ADDITIONAL INFORMATION

We want our workforce to be representative of all sections of society, and encourage applications from all parts of the community. We know that it's the difference in our people that make the difference to our performance.

As users of the disability confident scheme, we guarantee to interview all applicants with a disability who meet the essential criteria for our vacancies.

We welcome applications from those seeking flexible working arrangements such a part-time, compressed hours, flexible hours and/or job share.

APPLICATION GUIDANCE

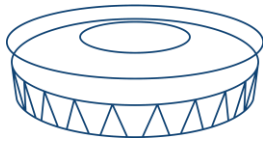
Thank you for your interest in our Community Track Attendant position.

We would appreciate it if you would take the time to complete the Equality and Diversity Monitoring section. The information you give us will help us to refine our recruitment and employment practices and respond to the needs of the diverse range of people that our organisation comes in to contact with. All details that you provide will be kept in strict confidence and will not be viewed by any member of the selection panel.

If you would like a version of any of the application material in an alternative format, require any assistance to complete your application or would like to inform us of anything we need to take into consideration during our shortlisting process (for example due to a disability), please do not hesitate to contact us by phone on 0203 288 1895 or by email to recruitment@londonstadium185.com

Thank you for your interest, and we look forward to receiving your application.

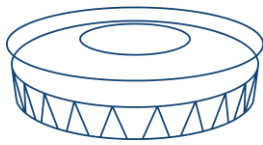
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BENEFITS OF WORKING AT LONDON STADIUM

Employees of London Stadium 185 Ltd (LS185) are eligible to an extensive range of health and welfare benefits. Please see a summary of details below. Further information will be provided to the successful candidate on appointment.

- 25 days annual leave (pro-rata for part time employees), plus bank holidays
- Discretionary bonuses will be considered for exceptional performance based on personal and company results over a calendar year
- Private medical insurance with Bupa (with option to add dependents through salary deductions)
- Life insurance and income protection with Canada Life
- Workplace pension with Royal London
- Paid sick leave
- Suite of loans, including season ticket, childcare deposit, tenancy deposit and cycle to work loans.
- On site fitness room
- Discounted membership at London Aquatics Centre and Copperbox Arena
- Learning and development, health and wellbeing, and social activities
- Selection of other discounts

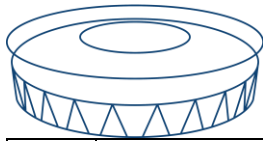


Role Profile

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|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Title | Community Track Attendant |
| Reports to | Community Track Manager |
| Responsible for | None |
| Location | Based at the Community Track Offices at the Stadium, Queen Elizabeth Olympic Park. |
| Purpose | To work with the Community Track Manager to ensure the efficient day to day operation and activities at the centre. To ensure the provision of excellent Customer Service and safe operation of the track. |

| Roles and Responsibilities | |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | To assist the Community Track Manager in managing the daily operation of the facilities and the organisation of activities, ensuring you act in a manner which is credible, professional, promotes the centre in a positive manager and complies with the policies, values and culture of London Stadium. |
| 2 | To ensure the health and safety of Community Track users through vigilant supervision of the Community Track in line with the Normal Operating Plan and Emergency Action Plan of the facility. |
| 3 | To be responsible as Duty Manager during the centre's opening hours and taking responsibility for the day to day operational management of the track and ensuring a quality service is provided in a safe and friendly environment. |
| 4 | To ensure the highest level of hygiene and cleanliness throughout the facility. |
| 5 | The setting up and dismantling of sports equipment as required. |
| 6 | To ensure that regular maintenance checks are carried out and defective equipment removed from use and reported to the Community Track Manager. |
| 7 | To maintain a high level of customer service at all times, bring your lived experience to build positive working relationships with our diverse user group. |
| 8 | To assist the Community Track Manager to meet performance targets/outcomes. |
| 9 | To assist the Community Track Manager in implementing the approved Operations Manual, maintaining all operational standards, records, systems and financial procedures in accordance with instructions and regulations. |
| 10 | To be part of the keyholder Duty Manager Team across the Community Track facilities, responsible for security, and serious incidents. |
| 11 | To take responsibility for technical liaison, maintenance defects, cleaning programmes and log any issues. |
| 12 | Assist with the Event Management of all activities, groups and events/special programmes on the Community Track. |

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| 13 | To maintain effective and efficient channels of communication with stakeholders, stadium workers, and Grounds Team. |
| 14 | To undertake any other duties, not specified above, that are appropriate to the level and responsibilities of the post. |
| 15 | Comply with company regulations, policies and procedures, and embrace London Stadium values. |
| 16 | Adhere to the LS185 Procurement Process and ensure that all the Purchase Orders / financial information are entered accurately in line with the deadlines communicated by the Finance department. |
| 17 | Adhere to company policy and procedures while taking responsibility for your own health and safety and for that of others who could be affected by your work. |



Person Specification – Community Track Attendant

| Qualifications | | Essential | Desirable |
|-----------------------------------|-------------------------------------------------------------------------------------------|-----------|-----------|
| 1 | First Aid at Work | | ✓ |
| 2 | Defibrillator Training | | ✓ |
| Knowledge & Experience | | | |
| 3 | Competence and experience of working in a leisure environment | ✓ | |
| 4 | Competence and experience of working in a customer service environment | ✓ | |
| 5 | Understanding and lived experience of working with a diverse group of users | ✓ | |
| Skills | | | |
| 6 | Excellent communication skills to deal with a wide variety of stakeholders and users | ✓ | |
| 7 | Good level of numeracy and literacy to ensure ability to complete schedules and checks | ✓ | |
| 8 | Microsoft office skills – Word, Excel, PowerPoint and Outlook | ✓ | |
| Personal Qualities | | | |
| 9 | Friendly, helpful and cheerful persona when dealing with users from a variety backgrounds | ✓ | |
| 10 | Meticulous attention to detail | ✓ | |
| 11 | Flexible approach to working hours | ✓ | |
| 12 | Ability to work calmly under pressure | ✓ | |
| 13 | Ability to work unsupervised | ✓ | |
| 14 | A genuine team player | ✓ | |
| 15 | Ability to assess, review and implement change | ✓ | |
| 16 | Flexible self-motivated individual who is a real team player | ✓ | |
| 17 | Willing to assist team members on a wide diversity of tasks from events to communications | ✓ | |
| Other | | | |
| 18 | Demonstrate behaviours aligned to London Stadium values | ✓ | |