

## Sports & Facilities Caretaker (Out of Hours) - Job Description

<b>Job Title:</b>	Sports & Facilities Caretaker (Out of Hours)
<b>Responsible to:</b>	Events & Facilities Manager
<b>Salary:</b>	£13.35 per hour
<b>Contract:</b>	Zero Hour Contract
<b>Hours of employment:</b>	Monday to Friday, 4:45 – 10:30 pm; Saturdays & Sundays from 8:00am to 9:30pm as and when required.
<b>Annual Leave:</b>	27 working days, <i>(of which 7 will be allocated to the Christmas period when we are closed)</i> , in addition to statutory public holidays.
<b>Staff benefits:</b>	<ul style="list-style-type: none"><li>• Monthly Health &amp; Wellbeing Incentive</li><li>• 24-hour Counselling Support Line</li><li>• Birthday Day Off</li><li>• Regular Team Building Activities &amp; Socials</li><li>• Personal Development &amp; Training</li><li>• Free Parking on Site</li><li>• Flexible Working</li><li>• Staff Automatic Enrolment Pension</li><li>• Annual Public Transport Travel Card Scheme</li><li>• Bicycle Purchase Scheme</li></ul>

### About Us:

The Castlehaven Community Association (CCA) is a vibrant, award-winning charity based in the heart of Camden Town. For over 39 years, we've been a trusted hub for inclusive, intergenerational support—bringing together residents, schools, businesses, and local authorities to build a stronger, more connected community. Our buzzing 4-acre site is a dynamic space full of life and opportunity. It includes a floodlit sports turf pitch with changing rooms, two 24-hour community parks, an organic food-growing space, a horticulture hub with a greenhouse and growing beds, and two fully accessible, purpose-built community buildings. These house a dance studio, a kitchen classroom, meeting rooms, a large hall with an outdoor garden and children's play area, and a TRA hall located on a nearby housing estate.

At CCA, you'll be part of a passionate, diverse team of staff and volunteers who are the heart and soul of our work. If you're looking to make a real impact in a fast-paced, community-driven environment, we'd love to welcome you to the Castlehaven family.

## **Purpose of Post:**

Castlehaven Community Association is seeking a responsible and approachable Sports & Facilities Out of Hours Caretaker to oversee and manage evening and weekends sports pitch bookings and provide support for other out-of-hours hires. This role is essential to ensuring the smooth operation of our popular sports pitches and supporting room and hall bookings outside of normal working hours. The post-holder will act as the key point of contact for pitch users, ensuring bookings are well managed, the site is clean & secure, and customer service is delivered to a high standard.




## **Key Responsibilities:**

### **Sports Pitch Bookings (Primary Role)**

- Act as the on-site lead for all sports pitch bookings during weekday evenings and weekends.
- Ensure pitches and changing rooms are opened, clean, closed, and prepared according to the booking schedule.
- Welcome pitch users, verify bookings, and supervise activity to ensure smooth and safe use of the facilities.
- Set up and tidy away pitch equipment, including goals, divider nets, cones, and corner flags.
- Clean away rubbish and detritus from the sports pitches and changing rooms at the end of bookings.
- Switch pitch floodlights on/off and ensure the pitch is in a safe, playable condition.
- Support the running of 5/7-a-side football leagues and tournaments, including liaising with league/tournament organisers and assisting referees on match days.
- Provide on-the-ground support to the Events & Facilities Manager and any league or tournament coordinators during evening and weekend fixtures.
- Monitor for any inappropriate behaviour or breaches of site rules and report incidents promptly.
- Deliver excellent customer service and resolve minor on-the-spot issues with professionalism.
- Report any health & safety concerns, maintenance needs, equipment damage, or user concerns to the Events & Facilities Manager.
- Carry out first aid and contact emergency services as and when required.
- Writing up accident report forms and filing them in a timely fashion.

### **Facilities Bookings (Secondary Role)**

- Open and close additional community spaces if booked outside of normal hours.
- Arm and disarm intruder alarms as necessary in line with site security protocols.
- Set up and tidy furniture or AV equipment for room and hall bookings as directed.
- Check cleanliness of communal spaces, and toilets before and after bookings; clean if necessary.
- Collect rubbish and dispose of waste at the end of bookings.
- Conduct viewings of facilities with potential hirers when scheduled.
- Respond to basic administrative requests such as replying to booking emails.
- Respond to emergency out-of-hours fire and security calls if required.

 @castlehavencommunityassociation  
 @castlehavencommunityassociation  
 @ccac Camden

0207 485 3386  
info@castlehaven.org.uk  
www.castlehaven.org.uk

Castlehaven Community  
23 Castlehaven Road, Camden Town  
London NW1 8RU




## Person Specification

### Essential

- Experienced in working in a customer-facing or supervisory role, preferably within a sports, leisure, or community setting
- Knowledge and hands-on experience running or supporting 5-a-side, 7 or 9-a-side football leagues and tournaments
- Experience in supporting referees, liaising with organisers, and assisting with pitch-side coordination
- Strong communication - verbal and written English
- Strong organisational and multitasking abilities
- A good level of physical fitness is important, as the role involves handling sports equipment and undertaking practical tasks
- To be First Aid trained or a willingness to undertake such training
- Confident and happy to work on your own and within a team
- Able to manage multiple bookings or activities simultaneously
- Able to use Microsoft IT systems, including email and online booking platforms
- A people's person, approachable, friendly and supportive
- Ability to handle sensitive information with discretion
- Detail-oriented, focused, and calm under pressure
- A team player with an upbeat, can-do attitude
- Responsive, proactive, and professional demeanour
- Commitment to the values and mission of Castlehaven Community Association
- Committed to equality, diversity and inclusion
- To be positive and supportive in the workplace
- Ability to use your own initiative and to an agreed action plan
- Have a flexible and collaborative approach to working as part of a team
- Ability to respond calmly to emergencies
- Demonstrate patience
- Honesty
- Reliability
- Punctuality
- Trustworthy
- As the role may involve interacting with children and vulnerable adults, candidates must have up-to-date safeguarding training and demonstrate a clear understanding of professional boundaries and safeguarding responsibilities.

### Desirable

- Football/Sports coaching training
- Experience in the charity or voluntary sector
- Have good knowledge of Health & Safety
- Familiarity with local Camden sports services and community networks
- Experience in working with BAME & LGBTIQ+ Communities
- Experience &/or training in Mental Health First Aid

 @castlehavencommunityassociation  
 @castlehavencommunityassociation  
 @ccac Camden

0207 485 3386  
info@castlehaven.org.uk  
www.castlehaven.org.uk

Castlehaven Community  
23 Castlehaven Road, Camden Town  
London NW1 8RU

## Why Join Castlehaven?

- Be part of a passionate, purpose-driven team.
- Make a tangible difference in the lives of local people.
- Enjoy a varied, impactful role with room to grow.
- Work in a vibrant, community-focused environment.

**Health & Safety:** Under the Health and Safety at Work Act, all CCA staff have a legal duty to take reasonable care for their own health and safety and that of others who may be affected by their actions. Everyone is expected to co-operate with the organisation in ensuring that statutory health and safety duties are carried out.

## Equality, Diversity & Inclusion

CCA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. It is the responsibility of every member of CCA staff to ensure the practical application of this policy.

We encourage individuals of Black, Asian, and Minority Ethnic backgrounds to apply – CCA is committed to ensuring our workforce is reflective of our diverse community and is therefore committed to increasing representation of staff of Black, Asian, and Minority Ethnic backgrounds across all roles and at all levels

**Note:** The job description provided above serves as a general outline and may be subject to modification based on changes in policies & procedures, charitable funding streams that cover this position and the specific needs and requirements of CCA.

## How to apply for this position:

Please send your CV and a covering letter (no longer than 2 sides of A4) highlighting your experience and skills relevant to this position; please use the person specification as a guideline. We are an equal opportunities employer.

Please send you CV and covering letter to Operations Assistant Ernie Bevan-Niss at [ernie@castlehaven.org.uk](mailto:ernie@castlehaven.org.uk) **by 23:59 on Sunday 2<sup>nd</sup> November.**

*If you have any questions regarding this position, please call Ernie Bevan Niss, Operations Assistant on 020 7485 3386 or email [ernie@castlehaven.org.uk](mailto:ernie@castlehaven.org.uk)*




## Data Protection

By applying for this role and sending your covering letter & CV you consent to CCA using and keeping information about you or by third parties, e.g. referees relating to your application or future employment. This information will be used solely in the recruitment process. For unsuccessful candidates, the information will be destroyed within 6 months unless you have consented to extend this period.

We reserve the right to close this application process early if a suitable candidate is found, so we encourage early applications; please note we do not accept applications from agencies

**If you have been shortlisted you will be contacted, and an interview will be set at a convenient time.**

**Venue for Interview:** will take place at Castlehaven Community Centre, 23 Castlehaven Road, Camden Town London, NW1 8RU

 @castlehavencommunityassociation  
 @castlehavencommunityassociation  
 @ccacamden

0207 485 3386  
[info@castlehaven.org.uk](mailto:info@castlehaven.org.uk)  
[www.castlehaven.org.uk](http://www.castlehaven.org.uk)

Castlehaven Community  
23 Castlehaven Road, Camden Town  
London NW1 8RU

***If you have not been shortlisted for an interview you will not hear further from us.***

 @castlehavencommunityassociation  
 @castlehavencommunityassociation  
 @ccac Camden

0207 485 3386  
[info@castlehaven.org.uk](mailto:info@castlehaven.org.uk)  
[www.castlehaven.org.uk](http://www.castlehaven.org.uk)

Castlehaven Community  
23 Castlehaven Road, Camden Town  
London NW1 8RU