

SELSTON LEISURE CENTRE

JOB PROFILE

Job title:	Leisure Operations Assistant
Responsible to:	Leisure Centre Manager
Salary / Grade:	Grade 1 (£17,364 - £18,426 FTE) Actual salary £9,386 - £9,960 per annum
Working hours / weeks:	20 hours per week, all year round. Hours will be worked on a shift rota basis that includes weekends and evening.
Core purpose:	To assist in the smooth running of Selston Leisure Centre whilst on shift. To work alongside the management team to ensure the Leisure Centre remains a self-sustainable community facility.

Corporate responsibilities:

- To ensure that the responsibilities of the role are carried out in a way that reflects the vision and values of the Trust and the Nursery.
- To be aware of and observe all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person.
- To contribute to a culture of continuous improvement.
- To comply with all reasonable management requests.

Key responsibilities:

1. Ensure the smooth running of the Centre whilst on shift including being responsible for opening, closing and the security of the facilities and premises
2. Safe erecting and dismantling of centre equipment in accordance with safe methods of work and full compliance with the Centre's health and safety policies and working practices
3. Operate machinery required for cleaning and maintenance purposes.
4. Whilst on shift ensure a high standard of cleanliness is maintained in the Centre carrying out cleaning tasks as required including programmed deep cleaning
5. Ensure that the Centre and grounds are free from litter, spillages and other hazards
6. Carry out routine repairs and maintenance tasks as directed by the Duty Leisure Supervisor or Centre Manger
7. Ensure the security, safety and comfort of customers.
8. Assist with the delivery of the centre's programme of activities as directed by the Duty Leisure Supervisor or Centre Manager
9. Ensure whilst on shift that all buildings, fixtures, fittings and equipment remains fit for purpose, safe and do not inconvenience or detract from the customer experience
10. Carry out customer inductions in the fitness suite

11. Provide excellent customer service to ensure member retention and new sales within the fitness suite
12. Handle cash, cheques and credit cards, operate the Centre's till and carry out stock control as directed by the Duty Leisure Supervisor or Centre Manager
13. Carry out reception duties including the answering of telephone calls.
14. Inspection and maintenance of equipment as directed by the Duty Leisure Supervisor or Centre Manager
15. Assist on special events, holiday programmes and junior activities where required
16. Attendance at staff meetings and training courses
17. Provide cover as required in the absence of a Duty Leisure Attendant or Duty Leisure Supervisor to ensure business continuity
18. Maintaining an excellent standard of customer care and manage customer enquires and complaints in a professional courteous and timely manner
19. Familiarise yourself with the health and safety policy and safe working practices of the Centre and be committed to ensuring that a safe working environment is maintained at all times and accident and incident reports are properly completed
20. Provide a positive, committed and dynamic approach in all aspects of the post holders duties and responsibilities
21. To undertake any other duties as may be required in addition to those specified in the job description.

The post holder will be required to work on a shift system which includes weekdays, evenings and weekends. This is a requirement of the post as well as covering the Duty Leisure Attendant/Duty Supervisor rota during holidays and sickness absence.

Notes:

This document is an overview of the role. The responsibilities will include but will not be limited to those listed above and it is anticipated that the role will evolve over time and as such the duties may change.

This document does not form part of the contract of employment.

This post will have contact with children and as such a satisfactory disclosure from the Disclosure and Barring Service (DBS) is required as a condition of employment.

Core Values:

Respect for individuals:	We work together to create a culture based on trust, respect and dignity.
Integrity:	We are open, honest and direct in our dealings.
Collaboration:	We know that there is strength in working together, communicating, sharing ideas and best practice and finding more efficient and effective ways to deliver our objectives.
Continual improvement:	We are a learning organisation that strives always to 'make our best better'.
Accountability:	We hold ourselves accountable and take ownership.

PERSON SPECIFICATION

Role: Leisure Operations Assistant		E/D	A	I
Qualifications and Training				
1	Hold a Leisure industry recognised qualification – NVQ Level 2 as a minimum	E	✓	
2	Willing to gain a First Aid qualifications	E	✓	
Experience				
3	Experience of working in a customer service environment	E	✓	✓
4	Experience of using cleaning materials and equipment	D	✓	
5	Experience with cash handling and stock control	D	✓	
6	Experience of working in a school environment	D	✓	
Knowledge and understanding				
7	Have an understanding of Health & Safety in a leisure context	E	✓	✓
8	Have an understanding of the customer service requirements in a leisure centre	E	✓	✓
9	Have an understanding of how to safely set up sports equipment	E	✓	✓
Skills and abilities				
10	Ability to undertake minor equipment maintenance and repairs	D	✓	
11	Strong interpersonal and communication skills	E	✓	
12	Basic ICT skills	E	✓	
13	Proven ability in the lifting, carrying and safe erecting/dismantling of a range of sports equipment	E	✓	
14	Ability to demonstrate attention to detail	D	✓	
Personal attributes				
15	Able to work within a team and also to work independently	E		✓
16	Flexible and adaptable to the work circumstances	E		✓
17	Be able to motivate people	E		✓
18	Develop and maintain effective working relationships with a range of stakeholders	E		✓
19	Have a willingness to learn and succeed within the leisure environment	E		✓
20	Be interested in pursuing a career within the leisure industry	E		✓
Other				
21	Able to work on the shift rota including day, evening, weekends and school holiday hours as well as covering Duty Leisure Attendant & Duty Leisure Supervisor shifts as and when required due to sickness absence, annual leave or other absences	E		✓
22	Willingness to undertake work outdoors as and when required	E		✓
23	Able to work within and understand a school environment	E		✓
24	A commitment to uphold and promote equality of opportunity	E		✓
25	Demonstrates an understanding of Safeguarding issues relevant to the post	E		✓

KEY: ✓

E	Essential
D	Desirable
A	Assessed by Application Form
I	Assessed by Interview

Date: November 2019