

L LEISURE

Job Description

Post No. & Job Title: Leisure Assistant

Grade: Grade 3

Responsible to: Assistant Managers

Job Objective: Ensure an efficient, safe and friendly service to all customers and visitors of the sports centre. Complete a range of duties that contribute towards the delivery of the leisure service plan.

Main Duties and Responsibilities:

1. Provide high quality customer service to ensure that the service meets the expectations of the sports centres customers.
2. Complete essential and routine cleaning and maintenance across all of the sports centres facilities.
3. Set up and take down equipment for all activities and events ensuring that all equipment used is safe and fit for purpose.
4. Restock vending machines and sales area accurately completing supporting control sheets.
5. To assist with centre coaching and instructional activities, including induction in the fitness gym, children's parties, sports courses etc.
6. Support usage of the fitness facilities by completing tours for potential customers and assist members to get the most from their membership by providing inductions, programmes, advice and instruction.
7. To utilise appropriate technology to assist the engagement and retention of members.
8. Assist with the changing centres marketing displays ensuring that information presented is up to date and reviewed to keep customers informed of existing and new opportunities.
9. Cover reception, serving customers face to face and on the telephone when required.
10. Ensure that all working schedules are documented by the accurate completion of check/control sheets.
11. To complete mandatory training course and to work with the appropriate line manager to identify development opportunities that will benefit both the individual and the service.

12. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

Duties and Responsibilities to be allocated to different Leisure Assistants

13. Vending to include ordering stock for sale, maintaining an effective stock inventory and ensuring stock is available for sale at vending machines and reception.
14. To assist the centre managers is the development of the centres coaching and recreational activities, including feeding back on potential improvements and attendance levels.
15. Support the organisation and delivery of events and activities to promote aspects of the centre at different times during the year.
16. To provide information to the centre manager to enable effective management of maintenance and to identify and manage physical risks.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include work outside normal office hours.

The post will require the post holder to apply for an Enhanced (DBS) Disclosure. The disclosure will include details of any criminal convictions. Cautions, reprimands and final warnings and your application is required for the purpose of asking an exempted question under the terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and that the checks requested are in accordance with the relevant legislation.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Leisure Assistant but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

In addition to the above the postholder will also be responsible for ensuring that:

- a) All necessary paperwork is carried out.
- b) All duties will be carried out in working conditions normally inherent in the particular job.
- c) A uniform will be supplied and must be worn at all times when on duty, the uniform must be kept clean and worn in good condition.
- d) Some duties may involve working with classified dangerous chemicals and all COSHH regulations and agreed local procedures must be followed.
- e) All duties must be carried out to comply with;
 - i) The Health and Safety Act 1974
 - ii) Acts of Parliament Statutory Instruments and Regulations and Other legal requirements.
 - iii) Nationally and locally agreed codes of practice.