



JOB DESCRIPTION

Job title:	Hourly Paid Leisure Assistant
Accountable to (line manager):	Programme Area Lead / Community Sports Officer
Scale:	H11
Workload:	Hourly Paid (evening and weekend work)

<p>Core expectations</p> <ul style="list-style-type: none"> • Ensuring Tone of Voice is consistent; • Few rules and clear boundaries – an organisation concerned with student-focused decision making; • Transparency, empowerment and accountability – a delegated model of authority as opposed to ‘command and control’; • Decision making as near to the frontline as possible – responsive, learner focused.

Main Purpose of Job Role

1.	A key member of staff to ensure the building is opened and closed in accordance with health and safety and the Sports Centres’ policy
2.	To ensure the effective operation of the Sports Centre in the absence of the Community Sports Officer
3.	Ensure the safety of public and staff regarding using the centre
4.	Ensure facilities are in an adequate and appropriate condition for use regarding safety and hygiene
5.	Maintain and update the centres’ booking system and customer records
6.	Ensure equipment is set up, maintained and stored, in accordance with health and safety and the sports centres’ guidelines

Accountabilities

1.	Ensure all areas of the centre are fit for use, regarding health and safety and cleanliness
2.	Communicate and build relationships with users
3.	Update and maintain the centres’ booking system and negotiate appropriate areas and times for use (where appropriate)
4.	Input information and update customer database (where appropriate)
7.	Be the frontline of customer service for the centre
8.	Be responsible for telephone enquires (where appropriate)
9.	Deal with customers on a face to face basis
10.	Represent and uphold the Sports Centre public image, it’s standards and policies
11.	Support all staff as appropriate to ensure the efficient and effective operation of the Centre

Processes

1	Facility Preparation <ul style="list-style-type: none">• Ensure equipment is set up and used within advised guidelines• Monitor condition of equipment and sports centre• Perform safety checks throughout the centre• Ensure areas are clean, safe and ready for use
2.	User and Customer Liaison <ul style="list-style-type: none">• Build a rapport with users• Provide a friendly and effective service to users• Relate customer feedback to appropriate personnel
3.	Usage Procedures <ul style="list-style-type: none">• Take and input customer bookings into the system (where appropriate)• Complete relevant documents and paperwork relating to bookings and usage
4.	Customer Information Procedures <ul style="list-style-type: none">• Complete relevant documents and paperwork relating to customer contact details and personal information (where appropriate)• Input data onto the computerised system• Use appropriate systems to secure private and confidential information
5.	Customer Care <ul style="list-style-type: none">• Ensure a polite and efficient service to the public• Ensure the Sports Centre reception area remains informative and welcoming
6.	Reception Procedures <ul style="list-style-type: none">• Ensure an efficient and precise service relating to customer inquiries
7.	Public relations <ul style="list-style-type: none">• Ensure a warm and friendly service to the public at all times• Relate a helpful and accurate information service to the public
8.	Sports centre public image <ul style="list-style-type: none">• Ensure appropriate behaviours at all times• Ensure a smart and professional appearance at all times

Method of working

Redcar & Cleveland College expects all staff to work effectively, both as individuals and as part of a team, delivering high quality education and support to students and staff. In doing so, the College expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations

Considerable importance is attached to the role the College plays in its various communities and specifically the relationships it has with schools, employers and other stakeholders. It therefore follows that all staff are expected to work to maintain and develop these relationships at every

opportunity by positively promoting the work of the College and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the Corporation and/or Principal to meet changing circumstances. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.

I acknowledge receipt of the above job description, detailing the duties and responsibilities of this post and confirm my acceptance of them.

Signed:		Dated:	
Print name:			



education
training
collective

Personal Specification

Personal attributes required	Essential (E) or Desirable (D)
Qualifications:	
5 GCSE's or equivalent	D
Sports coaching qualifications e.g. NGB awards	D
Customer care qualification	D
Emergency First aid qualified	D
Child protection training	D
Knowledge, skills and abilities:	
Experience of working as part of a team	E
Experience of working with members of the public	E
Experience of working with children	D
Experience of working with own initiative	D
Excellent customer Service Skills	E
Knowledge/appreciation of health and safety	E
Knowledge of a wide range of sports	E
Other:	
DBS Checked	E
Evening and weekend working	E