**Job Description**

**Job Title: Leisure Assistant (LAD)**

**Reporting to: DM/AM**

**Salary: Grade 1**

**Overview**

As a Dry Side Leisure Assistant it is essential you have a close working relationship with the Duty and Assistant Managers to establish and maintain the standards and work ethic of the designated Site.

There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability
3. Communication
4. Health and Safety

**Summary of Main Responsibilities**

**Staff**

1. There will be no supervisory responsibility within this role other than assisting in work familiarisation of peers and new recruits.

**Resources**

1. You will be responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials

**Communication**

1. You will be expected to communicate with people on well established matters where you are able to provide readily available information or assistance. On occasion there may be a need for you to deal with situations where the outcome may not be straight forward
2. To promote good public relations by effectively dealing with customer queries and complaints.

**Work Environment**

1. Your working demands are such that you will be subject to interruption to programmed tasks, but this will not involve significant change.
2. This will require normal physical effort with periods of substantial effort, or there may be occasions where awkward postures are required.
3. Your work could potentially involve some risk to personal safety of injury, illness or health problems arising from the environment or the public.

**Health & Safety**

1. To ensure that all equipment is properly used and put away neatly following its use.
2. To ensure all areas within the complex are kept tidy.
3. To ensure compliance with the Health & Safety at Work Act.

**Operations**

1. To supervise all visitors to the dry side sporting facilities.
2. To undertake any cleaning duties within the facility as directed by your line manager.
3. Your work will be largely regulated by laid down procedures, but on occasion you may be required to use your creative skills to deal with routine problems.
4. To coach/instruct other activities as required if applicable.
5. To demonstrate a positive public image by maintaining a high standard of personal appearance.
6. To assist in the promotion and marketing of the Sports Centre programme.
7. To undertake regular staff training as required.
8. To ensure the security of the buildings and contents of the Sports Centre.
9. To administer first aid as required and complete relevant documentation and undertake first aid training as required.
10. To ensure compliance with the Health & Safety At Work Act.
11. Demonstrate site tours to aid the sales process
12. To provide relief cover for other staff as necessary.
13. To undertake such other duties which may be reasonably expected of the post holder, commensurate with the salary grade of the post and which are within their capabilities.
14. Understanding safeguarding relevant to role.

**Leisure Assistant – Dry Side**

**Person Specification**

**Work Experience**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of working within a Customer service environment | Essential | Application Form/Reference/Interview |
| Experience of dealing with customers face to face | Essential | Application Form /Interview |
| Awareness of Health & Safety at work | Essential | Application Form /Interview |
| Work experience in the leisure industry | Desirable | Application Form /Interview |

**Skills/Abilities**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues | Essential | Application form/Interview |
| Ability to work under pressure and to maintain a professional image | Essential | Application form/Interview |
| Ability to work alone with minimum supervision, but also to work as part of a team and support other team members. | Essential | Application form/Interview |
| Knowledge of manual handling procedures | Desirable | Application form/Interview |
| Knowledge of COSHH requirements | Desirable | Application form/Interview |
| Awareness of Child Protection regulations | Desirable | Application form/Interview |

**Education and Training**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Basic literacy and numeracy skills, which demonstrates an ability to undertake further training | Essential | Application form/Interview |
| First Aid Qualification | Desirable | Application form |
| Relevant Sports Coaching qualifications | Desirable | Application form |
| NVQ Sport and Recreation | Desirable | Application form |
| Manual Handling Qualification | Desirable | Application form |

**Other Requirements**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application form/Interview |