Title: **Leisure Assistant (Over 18)**

Hours: **Saturday 1:00pm to 6:30pm**

Salary: **£9.50 per hour**

Reporting to: **Community and Business Development Manager**

JOB PURPOSE

This is a role in the further development of The Link as a provider of community facilities. This is a 'hands-on' role. We require someone with outstanding communication and customer service skills as the main point of contact for the public and someone who is not afraid the get their hands dirty when necessary. The post holder will work across the weekends and one weekday evening on a shift pattern. Flexibility is essential as cover will be required for other staff.

JOB DESCRIPTION

Main Duties

1. To be a front of house presence to ensure an exceptional customer experience for our clients.
2. To be a point of contact for facility users in case of problems or emergencies.
3. To assist with the co-ordination of short term events/activities and help to manage day to day administrative and logistical issues as required.
4. To complete daily/weekly facility tasks as directed and ensure the safety and cleanliness of the facilities.
5. To assist in the preparation and operation of events and activities including the assembly and dismantling of equipment in a timely and safe manner.
6. To undertake minor maintenance of equipment and facilities.

7. To ensure that all areas are kept clean and tidy and presentable at all times and suitable for use by external customers.
8. To patrol all areas of the site to ensure all facilities are being used in the correct manner.
9. To answer the telephone and deal with enquiries from members of the public.
10. To take bookings and payments.
11. To maintain storage areas in a clean and tidy condition and in accordance with store plans.
12. To complete and monitor swimming pool plant room activities, including weekly cleaning tasks.
13. To be responsible for locking, unlocking, alarming and unalarming designated areas.
14. To contribute to the promotion, organisation and delivery of sports coaching/ children's parties/events /activities/ etc.

Health & Safety

15. To ensure that facility users adhere to all health and safety instructions and guidelines.
16. To administer first aid as and when required.
17. To ensure that all guidelines for safeguarding children are strictly adhered to.
18. To act as a fire marshall in the event of an evacuation.

General

19. To undertake other tasks as directed.
20. To attend and participate in relevant meetings as required.
21. To participate in training/learning activities and performance management as required.
22. To wear any clothing provided by the employer for use during work time.

The Link Leisure Assistant

PERSON SPECIFICATION

	Essential	Desirable	How assessed A(application)/ I(interview)
Qualifications			
5 A-C GCSEs including Maths and English.		✓	A
A Levels or equivalent.		✓	A
A range of related qualifications. Knowledge of Health & Safety Experience of working in the events/leisure/sports industry or in a customer focussed role.		✓	A
Experience of Microsoft Office.	✓		A
Relevant and related qualifications.		✓	A
Hold a current First Aid qualification (or a willingness to work towards)		✓	A/I
Hold a current NPLQ award		✓	A/I
Experience			
Experience of working with children.		✓	A/I
High level of customer service skills and recognising the importance of a customer experience.	✓		A/I
Knowledge			
Understanding of the organisation / facilities to assist in providing excellent service delivery to customers.		✓	A/I
Attributes			
Enthusiastic, positive, pro-active nature.	✓		A/I
Ability to work without supervision.	✓		A/I
Well organised, good time manager able to meet deadlines.	✓		A/I
High level of interpersonal skills, ability to relate well to pupils, parents, colleagues, and the public.	✓		A/I
Ability to be flexible and versatile in terms of hours.	✓		A/I
Able to work as part of team and use own initiative	✓		A/I
Going the extra mile – seeing problems and finding solutions.	✓		A/I