

JOB DESCRIPTION

JOB DETAILS:

Job Title: Leisure Assistant

Grade: 3

Location of Work: Any dry leisure facility

Directly Responsible To: Duty Manager

Directly Responsible For: N/A

WORKING RELATIONSHIPS:

The customer facing, operational duties of a Leisure Assistant will involve day to day contact with customers, other members of the public and clubs utilising the facilities.

Whilst on shift, the job holder will report to the Duty Manager at site and will interact with colleagues including gym and customer servicing staff.

Good relationships with both internal and external customers are crucial to ensure the delivery of a quality service and to enhance the Company's reputation as a provider of Leisure, Libraries and Lifestyle services.

PURPOSE AND SCOPE OF JOB:

To provide a high quality service to the customer by helping to ensure a safe, clean and welcoming environment.

The job holder will take part in a daily cleaning rota; help to set up for events and club activities, and move equipment as required. Assistance will also be given to customers in response to their enquiries and requests for help. When required, the job holder will act as a key-holder and take responsibility for opening and closing the Facility.

KEY TASKS AND RESPONSIBILITIES

- 1) To assist customer with their enquiries and requests for information
- 2) To help to advise customers on services offered by LiveWire and how to access them
- 3) To induct new customers as appropriate including tour of the facilities
- 4) To actively contribute to a clean and tidy environment at LiveWire facilities (cleaning, emptying bins and replenishing supplies)

- 5) To actively contribute to a safe environment for staff and members of the public, undertaking Health & Safety checks as necessary and following reporting procedures
- 6) To help set up for activities and events by moving and positioning resources, equipment and/or furniture as necessary
- 7) To assist with the basic provision of food and drink for customers and the cleaning and tidying of kitchen and café areas
- 8) To maintain of neat appearance appropriate to customer facing services
- 9) To act as a key-holder from time to time to either open or close the Facility and follow the appropriate steps to ensure the Facility is safe and secure
- 10) Be aware and understand Normal Operating Procedures and Emergency Action Plans

Date: 16th June 2021

Prepared/revised by: Iain Black

In conjunction with: Sharon Sinnot

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

JOB TITLE: Leisure Assistant

GRADE: 3

E = Essential and **D** = Desirable

Experience

- Experience of dealing with a wide range of customers (E) A, I
- Previous experience of working in a leisure environment (D) A, I

Skills and Abilities

- Excellent customer service skills (E) A, I
- Ability to relate to people and all different age ranges (E) A, I
- Ability to work as part of a team (E) A, I
- Ability to be adaptable and flexible to different working environments (E) A
- The ability to move, lift and carry equipment (E) E

Education/Qualifications/Knowledge

- A good general standard of education (E) A
- Knowledge of manual handling (D) A, I

Other Requirements

- Professional in approach and appearance (E) A, I
- Flexible approach to working including evenings and weekend work (E) A, I
- An interest in health and wellbeing (E) A, I
- Able to work independently and across teams (E) A, I
- Ability to understand and demonstrate commitment to equality and diversity (E) A, I
- A commitment to delivering excellent customer service (E) A, I
- Confidence and reliability to be a key-holder

METHOD OF ASSESSMENT (M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE