



JOB DESCRIPTION

Job Description: Leisure Assistant

Reporting To: Sports Centre Manager

Pay Scale: 3

Hours of Work: Casual

Job Purpose: To provide an efficient reception, booking service whilst supporting the operation of the facility and promoting excellent customer relations in accordance with all School Policies, Procedures and Financial Regulations.

Key Responsibilities: Specific

- Ensuring all tasks are adhered to as referred to in the Reception Induction.
- Answering all external telephone calls for the sports/school in a courteous and efficient manner and redirect to the appropriate member of staff where necessary.
- Meeting and greeting and providing an efficient, courteous response to all visitors to the school.
- To observe, monitor and give direction to the general public and students on their general behaviour and conduct in order to ensure that they safely enjoy the activities and prevent misuse or damage to the facility and its equipment.
- Dealing with customer enquiries and queries regarding the Sports /school facilities. .
- Receive and process fees for admission, facilities booked within the Centre and outside Leisure and Recreation Facilities.
- Assisting with the hire and sale of sports equipment.
- Ensure the cash/float procedure is adhered to at all times.
- Operate the computerised booking systems and any associated technology for Leisure and recreation services as required.
- Maintain accurate records of customer database (Instant Loyalty), including recording of payments received, direct debits, letters received, cancellations of memberships, member details etc.
- Prepare and maintain booking records as required.
- Assist with the training of new leisure assistant as required.
- Provide information to the Sports Centre Manager in the daily operation of all the facilities.
- Recording, dating and issuing tickets for all Lost Property and arrange storage.
- Perform typing and general administration duties as assigned.
- Dial "999" for medical emergencies and arrange directions for ambulances.
- Photocopy as required.
- General duties including cleaning, vending, setting out and dismantling of equipment and simple maintenance.
- To unlock the sports centre when required.
- To comply with the sports centre normal operating procedures.
- Promotion, organisation and supervision of session activities as directed, including liaison with customers as necessary to inform, develop and promote the activity.
- The provision of first aid in line with the level of post holders qualification and experience.
- Performing other such duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Key Responsibilities: General

The post holder will be required to act on their own initiative or on the authority delegated from their line manager or a member of the School/Trust SLT.

The post holder will be expected to work within the trust and schools' policies and procedures and uphold the organisation's vision.

The job description is not intended to be a complete list of duties and responsibilities, but details the major requirements of the post. It may be amended at a future time, to take account of the developing needs of the trust. The post holder will undertake any other duties appropriate to the remit.

The trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibility for Health and Safety on all employees, therefore it is expected that everyone takes reasonable care for their own health and safety and the health and safety of others.

The above duties may involve having access to information of a confidential nature, which may be covered by General Data Protection Regulations (GDPR) 2018, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must always be maintained and employees must work with and process personal and sensitive information in accordance with Data Protection

Act 2018 including the GDPR. Employees must protect the safety and security of information (e.g. using strong passwords, reporting breaches, and ensuring information is stored and disposed of securely).

The key competencies and behaviours commensurate with this post are identified overleaf.



Ethical Leadership Qualities Competencies and Behaviours



Competency	We do this by
Trust	<ul style="list-style-type: none"> • Being reliable, consistent, credible, honest, humble, courageous and kind. • Managing emotions and helping others to manage their emotions. • Keeping promises and doing what you say you will do • Having a genuine interest in others
Wisdom	<ul style="list-style-type: none"> • Developing knowledge and real expertise, then sharing knowledge • Learning from mistakes and failures and admitting when we are wrong • Recruiting knowledgeable, skilled experts, learning from them, embracing their expertise and helping them to flourish. • Viewing systems, methods, models and techniques as a means to an end, removing or changing them if they prove to be ineffective.
Kindness	<ul style="list-style-type: none"> • Being kind, humble and authentic • Leading with compassion and care, listening and seeing beyond the job role to the person • Using high levels of emotional intelligence. Building trust and rapport with others, by acknowledging, empowering and elevating others.
Justice	<ul style="list-style-type: none"> • Doing what is right, rather than what is popular or easy. • Ensuring we live and breathe our sense of purpose and values in the way we behave, interact with others, make decisions and communicate. • Ensuring rules are necessary and applying them in a consistent, transparent and fair way, whilst allowing for discretion and common sense. • Valuing difference, building diverse teams and encouraging others to behave responsibly towards the community and the environment.
Service	<ul style="list-style-type: none"> • Reducing stress and anxiety in the organisation by modelling calm and considerate behaviour • Behaving in a dutiful, conscientious way, demonstrating humility and self-control to build great schools. • Removing barriers and blockers to enable others to do their jobs well • Leaving our egos at the door and putting ourselves in the service of others. • Channel ambition into our schools, not ourselves, and developing our successors
Courage	<ul style="list-style-type: none"> • Looking in the mirror when something goes wrong. • Remaining calm, optimistic and positive in the face of adversity, adapting to changing circumstances and helping others to move forward. • Give the whole truth, the back-story and the why.
Optimism	<ul style="list-style-type: none"> • Believing in our own ability, and the ability of others, to do what is right to change the world for the better. • Calling out negativity and cynicism • Remaining positive and encouraging, despite sometimes experiencing setbacks, challenges and pressures. Helping others to maximise opportunities, overcome challenges and celebrate success.

Vision	<ul style="list-style-type: none">• Anticipating the future and helping people ready themselves for change. Thinking strategically, researching, gathering, analysing and assessing information, seeking opportunities for organisational development.• Scan the horizon, read and research, share learning with others and collaborate to consider options, obstacles and risks.• Believing in the potential of others; helping them be the best they can be.• Quickly taking in new information and translating that into recommendations, decisions, plans and projects.
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