



## Associate - Person Specification

JOB REQUIREMENT		Essential	Preferred	* How assessed
Qualifications, knowledge and experience	Basic Health and Safety Certificate (C.I.E.H.)		✓	A & I
	Basic First Aid Qualification		✓	A & I
	Working in a team	✓		A & I
	Working with customers	✓		A & I
	Experience of leisure industry		✓	A & I
Personal and interpersonal	<b>Supporting and Co-operating - Working with People</b> Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight	✓		I
	<b>Interacting and Presenting - Relating and Networking</b> Establishes good relationships with customers and staff; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Manages conflict; Uses humour appropriately to enhance relationships with others	✓		I
	<b>Organising and Executing - Delivering Results and Meeting Customer Expectations</b> Focuses on customer needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals	✓		I
	<b>Organising and Executing - Following Instructions and Procedures</b> Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organisation; Complies with legal obligations and safety requirements of the role	✓		I
	<b>Adapting and Coping - Adapting and Responding to Change</b> Adapts to changing circumstances; Accepts new ideas and change initiatives; Adapts interpersonal style to suit different people or situations; Shows respect and sensitivity towards cultural and religious differences; Deals with ambiguity, making positive use of the opportunities it presents	✓		I
Child Protection	A commitment to the responsibility of safeguarding and promoting the welfare of young people.	✓		A & I
	Enhanced DBS disclosure ( <i>to be completed by preferred candidate following interview</i> ).	✓		C
	Willingness to undertake safeguarding training when required.	✓		I

\* A = application, C = clearances, I = interview, T = task