

Job Title: Recreational Assistant

Salary: £12.71ph

Directly Reporting to: Trading Operations Manager

Responsible for: None

The Role:

Bacon's Community Sports Centre is the home of grassroots sports in South London, as a Recreational Assistant you play a central part in delivering a fantastic experience for both our loyal, regular customers, and those who are visiting us for the first time.

You don't have to necessarily be sporty for this role, but an interest in sport is definitely an advantage, but more importantly you need to enjoy working with people and seeking a role that is both varied and active. The purpose of this role is to look after our customers from start to finish, and everything in between, including welcoming visitors, managing bookings or supporting with administrative and office tasks, to getting the sports centre ready for visitors, setting up for events, and setting down/closing up afterwards.

Basic IT skills and good communication skills are a must along with a commitment to safe working practices.

About You:

You enjoy a role in which no two days are the same, in which you'll be working with lots of different people and one in which you definitely won't sit still for long!

You'll need to take pride in what you do and enjoy paying attention to detail as your role has a direct impact on the experience of our customers. You'll need to have a friendly and willing disposition and be confident in dealing with customers and enjoy multi-tasking.

Key responsibilities:

- To acknowledge and be sociable with members, visitors and all stakeholders that engage with the sports centre
- To set up and down sports equipment, special events or functions and services which have been booked ensuring the sport's centre and colleges high standards are maintained
- Ensure all equipment is set up on time and in the correct area(s) hired
- Ensure all equipment used is set up in a safe manner, and where necessary correct lifting techniques and securing is used
- Ensure that all equipment used is dismantled correctly and safely, and stored within the correct storage area
- Always ensure that storage area is kept locked tidy when not in use
- You are expected to operate in all key areas; including but not limited, to the Sports Centre reception, operating and control of bookings using the centre's computer booking system.
- Ensure that all customers using the centre are charged appropriately and in line with the pricing schedule

- To maintain a clean environment throughout the centre; ensuring that all litter and cleaning is completed in all areas, both internal (e.g., changing rooms and reception) and the external sports facilities such as the 3G Astro turf grass areas
- To complete end of shift cleaning duties including emptying bins, removing litter and ensuring the areas used are ready for the next shift/hire and College use
- To complete hourly centre patrols to ensure standards are maintained
- Report any health and safety concerns immediately to the appropriate member of staff e.g., Trading Operations Manager
- To ensure that you always operate to the centre's Normal Operating Procedures (NOP) and Emergency action Plan (EAP)

General

- An interest in sport would be an advantage
- To provide high levels of customer service
- Be positive in response to customer requests
- Can recognise customer's needs and act on them with fast, considerate care
- Deal with complaints and incidents in a fast professional manner maintaining accurate records
- Always focus on being a professional in your role
- Contribute to the overall ethos/aims of the cluster and United Learning as a whole
- Participate in training, other learning activities and performance development as required
- Attend and participate in relevant meetings as required
- Recommend improvements to internal controls and systems in general
- Any other work as agreed with the Trading Operations Manager and/or Cluster Facilities Manager
- The post holder is required to be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person
- The post holder has a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work. This post requires the post holder to undertake an Enhanced DBS check.

This job description is not intended to be all-inclusive and the successful candidate is expected to be flexible and proactive in meeting the needs of Bacon's Community Sports Centre and College, and willingly undertake any further duties required that are commensurate with the role

This post is subject to an enhanced DBS disclosure and the post holder must be committed to safeguarding the welfare of children.

JOB TITLE: Recreational assistant

	Essential	Desirable	Method of Assessment*
EDUCATION/QUALIFICATIONS			
Minimum of Maths and English GCSE or equivalent	✓		
Emergency Aid at Work certificate		✓	
KNOWLEDGE AND EXPERIENCE			
Experience of dealing with a range of customer queries/concerns in a professional manner ensuring that the experience of each customer is positive	✓		
Experience in the use of information technology, particularly Microsoft Office	✓		
Experience of dealing with internal and external customers		✓	
Practical experience of involvement in large participation events		✓	
SKILLS, BEHAVIOUR AND QUALITIES			
Excellent communication and organisational skills	✓		
Knowledge of general sports	✓		
Ability to work as part of a team that provides a wide range of services, as well as the ability to work independently	✓		
Ability to work shifts, including evenings and weekends	✓		
Excellent organisation and planning skills	✓		
Ability to prepare sporting and leisure equipment	✓		
Ability to carry out the duties of the post with reasonable adjustments where necessary	✓		
Flexibility and willingness to be adaptable	✓		
Able and willing to train for and carry out first aid	✓		