

JOB DESCRIPTION

Post: Recreational Assistant

Responsible To: Commercial Team Leader

Summary of Post: To play an active role in the commercial team providing excellent customer service to external lettings and sports centre users. The position covers a wide range of services normally associated with a commercial business

Specific Duties:

1. To carry out unlocking and locking duties before and after bookings.
2. To assist in maintaining the security of the building, contents and customers and check that the premises and equipment of the College are fit for use before and after bookings.
3. To be the first point of onsite contact for sports and lettings clients within this period.
4. To act as a Fire Marshal.
5. To act as a First Aider
6. To respond to any sports & lettings' services requests in a professional and efficient manner, ensuring adherence to commercial procedures and processes throughout.
7. To assist all customers with the management of their booking, including setting up sport activities, refreshment services (where applicable), timings and access assistance.
8. To maintain the reputation of the Commercial business unit by providing excellent customer service to all visitors
9. To ensure the safety of customers at all times by maintaining high levels of cleanliness, undertaking equipment checks, reporting any maintenance defects, checking and cleaning of toilets and sports equipment, emptying bins, sweeping/ mopping floors and ensuring that all health and safety requirements are consistently observed and adhered to.
10. To work across a 7-day shift pattern including evenings and weekends.
11. To undertake any training considered to be relevant to the post.
12. To undertake such other duties commensurate with the grade of the post as may reasonably be required.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Maintains high standards in presentation of self and college premises.	✓	✓	4
2.	Flexibility in approach to tasks.	✓	✓	2
3.	Must be able to undertake lifting and manual duties.	✓	✓	2
4.	Have an understanding of a college environment.		✓	2
5.	Good Organisational skills.	✓	✓	4
6.	Good Communication skills.	✓	✓	4
7.	Sound Knowledge of Health and Safety	✓	✓	2
8.	Able to work under pressure and cope with changing demands.	✓	✓	4
9.	Actively contribute to the College's Safeguarding practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	Experience in a highly guest focused role, with a passion for great service and a drive for guest satisfaction	✓	✓	4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	Qualified First Aider	✓		2

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - . It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.