

ONE REN

POST TITLE:	Senior Leisure Assistant	POST ID:	
DEPARTMENT:	Operations & Estates	GRADE:	G04
SECTION:	Indoor Leisure	LOCATION:	Various
REPORTING TO:	Facility Duty Manager		
LINE MANAGEMENT OF:			

JOB PURPOSE

To assist the Facility Duty Management team in the efficient and effective day to day operation of the designated leisure centre, in the achievement of a high standard of customer service experience.

KEY DUTIES & RESPONSIBILITIES

1. To assist the Facility Duty Manager in delegating duties and supervising all staff under their supervision.
2. Support the Facility Duty Manager by reviewing rotas to ensuring the appropriate level of staff are on duty for their shift to provide a safe and effective service to the customer.
3. Ensure that work delegated is carried out to the highest standard.
4. Work as part of the team.
5. Ensure that all new staff under their supervision have received full induction training and appropriate documents are made available and recorded.
6. Ensure that all staff under their supervision are aware of and comply with the facilities Code of Practice, and Health and Safety policy.
7. Provide staff with the opportunity of, and take part in, appropriate training sessions regularly in line with training plan guidelines.
8. Administer first aid as required to employees and members of the public.
9. Assist with responses to enquiries and complaints by members of the public effectively in line with OneRen's Customer Service systems and procedures.
10. Assist the Facility Duty Manager in enforcing the management rules and regulations and admissions policy for OneRen.
11. Ensure that occupancy levels are maintained at defined limits and inform the Facility Duty Manager if any reviews are required.
12. Responsible for completing daily audit checks of all areas and delegating duties/recording defects as a result of inspection.

13. To ensure that set standards of performance are achieved and advise the Facility Duty Manager when standards are not met.
14. Issue stock to staff as required and inform the Facility Duty Manager regularly of the need to replenish stock.
15. Assist the Facility Duty Manager in ensuring that time sheets are completed by all staff under their control and submitted timeously.
16. Advise the Facility Duty Manager of operational issues and problems and recommend appropriate actions and solutions on such issues and problems
17. Support the front of house team in the provision of services, which may include dealing with sales enquiries, general customer enquiries and bookings, answering the phone in reception and providing reception services, including use of the point-of-sale systems.
18. Maintain a seven-day flexible working pattern to meet the needs of the service or as requested by line management.
19. Promote the health and safety of employees at work and of service users through the implementation of the company's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
20. Ensure that all activities for which the post holder is responsible are delivered in accordance with the OneRen's Equality and Diversity Policies and the statutory and general and specific Equality Duties.
21. Participate at Team meetings as scheduled in accordance with the remit and status of the post.
22. Ensure that the OneRen's Customer Service Standards are followed in all dealings with those served.
23. Uphold the organisational values of Integrity, Excellence, Creativity and Fairness.
 - Integrity - We value honesty and high ethical standards in how we work within and out with our organisation: we are passionate in our determination to always do the right thing.
 - Creativity - We are innovative and flexible in responding to local needs; in meeting challenges, we are creative thinkers, with a consistent focus on outcomes.
 - Fairness - We focus on inclusion to ensure we deliver for everyone across our community; we are caring and kind to each other and in the way we support the community.
 - Excellence - We will work collaboratively in pursuit of our community's shared goals; in everything we do, we aim to deliver a quality experience and actively champion high standards.
24. Carrying out such other duties as may be required from time to time

PERSON SPECIFICATION

Factors	Essential	Desirable	Method of Assessment
EDUCATION	- NARS Pool Lifeguard Qualification or equivalent. - First Aid qualification	- Management qualification (SVQ3 or equivalent) - Health and Safety qualification - Health and Fitness/other relevant qualifications	Qualification
RELEVANT EXPERIENCE	- Experience of working in an operational health and fitness environment and understanding customer needs - Experience of supervising or leading large operation teams - Microsoft literate and experience of database management	Able to keep and maintain accurate procedural and operational records	Application, Interview
SPECIAL KNOWLEDGE & SKILLS			Application, Interview
PERSONAL FEATURES/ QUALITIES	- Professional presentation and pride in own appearance and appearance of all team members and direct reports. Articulate, and able to communicate with people at all levels of the business. - Ability to communicate in a way that generates enthusiasm, excitement and commitment. - Ability to work with people with different demands and requirements - Ability to supervise team members on a day-to-day basis - Motivated to achieve key individual and team performance targets - Articulate, and able to communicate with people at all levels of the	- Understand and analyse both simple and complex issues. - Able to reach sound conclusions about people and situations - Show ability to develop and apply appropriate skills and expertise	Application, Interview

	business. • Forward thinking • Innovative • Industry awareness • Good all-round interest in Leisure		
MANAGEMENT COMPETENCES			Application, Interview
OTHER	• Able to maintain a flexible, 5 days in 7 shift working pattern to suit the needs of the business • Willing to travel to and work within all facilities operated by Renfrewshire Leisure • PVG Scheme Membership	• Clean Driving Licence	Application, Interview

Approved by:	Mark Tokeley	Date:	1 st April 2018
Evaluation Reference:	Renfrewshire Council	Date:	