



**Ipswich Borough Council
Job Description: D25c**

Sport and Leisure Business Development Assistant

Main Purpose of Job

To provide administration and sales support to the Sport and Leisure Service and offer high quality customer service to existing and new members of the Sport Membership Scheme.

Main Duties

1. To ensure twice monthly Direct Debit income is collected whilst complying to the Direct Debit Scheme Originator's Rules as set out by the National Banking Association and in accordance with IBC Audit and Data Protection requirements, using an appropriate system in association with BACS.
2. Ensure member records, sales, retail and pricing structures are accurately recorded and up to date on the leisure management system and relevant literature. Provide regular reporting against financial and sales targets including stock control of retail items.
3. Be responsible for producing, arranging and delivery of regular training sessions for appropriate employees relating to sales, promotions or memberships. This may be delivered via group sessions or on a one to one basis.
4. Responsible for ensuring all facility income is banked correctly, dealing with financial transactions and reconciliation of income at the end of each day. Processing income onto the GL system on a weekly basis and the raising and checking of all invoices and debtors through Ipswich Borough Council's financial management systems for authorisation.
5. To offer a high level of customer service, through a range of engagement techniques with customers, e.g. face to face, on the telephone and online ensuring that the facilities and products offered are viewed in a positive manner to maximise sales and retention.
6. Undertake stock control and ordering of all iCard and facility related requisitions and consumable stationery items. To carry out general office administration

procedures as required and ensure compliance with relevant IBC Audit requirements.

7. When service need determines, provide front line customer support across all sports facilities.
8. To ensure that the duties undertaken with the post holder's area of responsibility are carried out in accordance with the Council's policies under the Health and Safety at Work Act 1974. To report all safeguarding, accidents or incidents and any other potential dangers immediately; completing all necessary paperwork including near miss forms and escalate information accordingly

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



PERSON SPECIFICATION

Sport and Leisure Business Development Assistant – D25c

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge / Qualifications	<p>5 GCSE qualifications to include Maths & English at Grades A-C or equivalent or 3 year's qualitative experience.</p> <p>RSA stage 2 typewriting or equivalent.</p> <p>Knowledge and experience using XN Leisure</p> <p>Knowledge and experience using a Cascade</p> <p>Knowledge of Originator's Guide and Rules to Direct Debit Scheme</p>	<p>ISMM Level 2 Professional Sale Certification</p>	<p>Application/Interview</p>
Work related experience, skills and competencies	<p>Proven experience of maintaining accurate manual and electronic records and filing systems, giving attention to detail</p> <p>Experience of delivering excellent customer service and engagement directly with public, in person and over the phone</p> <p>Proven experience of and ability to work to deadlines</p> <p>Demonstrate experience of producing user friendly procedures, processes and guidance to ensure continuity of service across all Sports sites.</p>	<p>Previous experience of IT Systems and knowledge of MS word/excel/outlook/powerpoint at intermediate level</p> <p>Experience of research/investigation and implementation of system enhancements and developments</p> <p>Knowledge of membership packages, facilities and services</p> <p>Knowledge of Government guidelines of</p>	<p>Application/Interview</p>

	<p>Demonstrate experience of producing/arranging and delivery of training sessions</p> <p>Knowledge of stock control management</p> <p>To work as part of a team to achieve a shared objective.</p>	<p>benefits</p> <p>Willingness to travel to other facilities to deliver training or attend meetings</p>	
Personal skills	<p>Communicate effectively with people at all levels, both verbally and in writing</p> <p>Proven excellent organisational skills</p> <p>Ability to use own initiative to prioritise and manage own workload and make decisions, and know when to refer</p> <p>Work well under pressure and ability to set realistic personal deadlines.</p> <p>Able to work as part of a team to achieve shared objectives</p> <p>Ability to make and close a sale to generate income</p>		Interview/application
Special working conditions	<p>Ability to work in a very busy/pressurised environment</p> <p>Required to work at one of Ipswich Borough Council's Facilities</p>	<p>Current driving licence.</p> <p>Required to be flexible with working hours</p>	Interview/application