



Ipswich Borough Council
Job Description: A88a

Level 1 Recreational Facilities Assistant

Main Purpose of Job

To provide operational support for the delivery of Sport and Leisure in the Council's Facilities.

Main Duties

1. To assist with any task related to the safe, effective and efficient running of the facilities, including key holder responsibilities for the Profiles Fitness Suites, the control of the public and compliance with safety standards, regular checks of the centre and report any defects to your supervisor.
2. To set up and dismantle equipment as required in connection with the running of the facility.
3. To be responsible for the organisation and supervision of children's holiday activities, sport sessions and parties ensuring customers are aware and follow health and safety and safeguarding information.
4. To assist with customer engagement duties as and when necessary, dealing with telephone calls, customers and the centre's computerised booking system.
5. To undertake regular cleaning duties of the facilities, ensuring the centre is maintained, cleaned, tidied and welcoming.
6. To carry out regular checks and routine inspection of the facilities to ensure satisfactory operation and adhere to the safety standards as directed by the management team.
7. To offer a high level of customer service, through a range of engagement techniques with customers; face to face, on the telephone, and online. Ensuring that the facility and products offered are viewed in a positive manner, and create a welcoming environment.

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

Level 1 Recreational Facilities Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge / Qualifications	Educated to GCSE level in Maths and English or equivalent	First Aid Certificate Sports Leadership Award or equivalent Knowledge of Health & Safety in the Work Place Safeguarding certification	Application Form/Documentation/ Interview
Work related experience, skills and competencies	Experience of working in a customer orientated service Experience of working in a Sports environment or similar position Good understanding of customer care	Experience of supervising work colleagues Experience of working with children Experience of using a word processor & spreadsheets Experience of using a computerised booking system Reception experience Set up and down of equipment	Application Form/Interview

Personal skills	Good customer care skills Deal with other people in a respectful & positive manner at all times Able to establish rapport with customers Ability to organise & prioritise workload & achieve objectives whilst managing competing pressures Willing to share responsibilities of team colleagues, when required Ability to communicate well verbally to members of the public and parents / guardians; give clear instructions to children	Interest in Sport and Leisure activities Attention to detail	Application Form/Interview
Special working conditions	Able to work evening/weekends and school holidays This post requires an enhanced DBS check Required to work at one of Ipswich Borough Council's Facilities	The ability to travel between facilities if and when required. Full driving licence	Application Form/Interview