

JOB DESCRIPTION



POST TITLE:	LEISURE CUSTOMER SERVICES ASSISTANT
POST NUMBER:	LS10
GRADE:	C
RESPONSIBLE TO:	DUTY OFFICERS, CENTR MANAGER, LEISURE BUSINESS MANAGER, OPERATIONS MANAGER
LIAISON WITH:	All users of the facility, various organisations, community groups and other leisure team members

KEY CORPORATE ACCOUNTABILITIES:

To work as a team member in creating a safe and enjoyable environment for users of the leisure centres within Mid Devon. Liaising with management in working towards service excellence and goals set within the Community Plan.

KEY SERVICE ACCOUNTABILITIES:

1. Assist in the cost effective and efficient operation of the facility as designated by the Centre Manager/Duty Officer
2. All duties to be carried out in accordance with current codes of practice, Health & Safety at Work Act 1974, COSHH and all standard operating/emergency procedures and any other relevant legislation
3. Management of a busy welcome desk dealing with in person customer queries, sales and transactions, undertaking facility tours, taking phone enquiries payment and processing membership details
4. To be responsible for accepting fees, issuing receipts and the provision of a general reception service within the leisure facilities, dealing with bookings, reception duties and other clerical tasks as required and providing a high standard of customer care service
5. To provide a first point of contact and information service in respect of centre activities and products, as well as those available at other leisure or council owned facilities
6. To be responsible for balancing and cashing up in accordance with the Council's Audit and associate cash management procedures, including preparing takings for banking, and completing the relevant till management and audit sheets
7. Ensure and effect the highest standards of cleanliness, hygiene, and security at all times in reception areas

8. Comply with the appropriate audit procedures for logging on and off of the computerised admission system ensuring the named operator only uses the system at any one time
9. To comply with customer service standards with particular regards to standards of dress, telephone etiquette and customer care
10. Attend relevant training and retraining courses, team briefs, staff development and general meetings as directed by the Duty Officer
11. Deal with customer enquiries and complaints in a courteous and professional manner in accordance with the Council's customer complaints procedure. Being the first point of contact for guest complaints/issues/feedback and handling in a professional manner
12. Provide and administer immediate first aid treatments as necessary
13. Maintenance, setting up and storage of equipment
14. Where required, perform end of day till operations to enable the organisation to fulfil cashing up procedures
15. Keep up-to-date records or logs as required e.g. cleaning logs
16. Assist with internal/external marketing exercises
17. Use and handling of chemicals for cleaning
18. To present yourself and the facility in a professional manner.

OTHER DUTIES: In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY: The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

DATA PROTECTION: It is the responsibility of the Post holder to ensure the section's compliance with the requirements of the Data Protection legislation.

EQUAL OPPORTUNITIES: The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

SAFEGUARDING CHILDREN AND ADULTS AT RISK: The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a

Basic level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

LEISURE CUSTOMER SERVICES ASSISTANT



	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Dealing with customers • First Aid qualification • Experience in a leisure related field 	<ul style="list-style-type: none"> • GCSE Maths and English • First Aid at Work Certificate • NVQ Level II in sports recreation • Sports/coaching awards/certs • RLSS NPLQ
Knowledge and Expertise:	<ul style="list-style-type: none"> • Basic health and safety issues • Understanding of use of EAP's and NOP's 	<ul style="list-style-type: none"> • Familiarity with IT systems particularly MS based systems
Skills:	<ul style="list-style-type: none"> • Ability to record and report issues related to operational safety, quality control and First aid reporting • Ability to make simple reports • Ability to deal with customers' complaints in an efficient proactive manner • Numerate skills to deal with day to day cash and stock requirements • Ability to deliver services effectively in relation to established codes and practices 	<ul style="list-style-type: none"> • Willingness to undertake continuing professional training • Willingness and ability to assist in the management of programmes and activities
Personal Attributes:	<ul style="list-style-type: none"> • Tact & diplomacy when dealing with customers • Attention to appearance looking professional and corporate at all times • Committed to equality of opportunity and understanding of diversity issues 	<ul style="list-style-type: none"> • Physically fit • Strong swimmers (lifeguards)
Special Requirements:	<ul style="list-style-type: none"> • Able to work shifts, weekends and bank holidays 	

Date: August 2022