

Job Description

Post:	Leisure Attendant
Accountable To:	Sport Centre & Commercial Manager
Line Manager:	Sport Centre & Commercial Manager
Job Purpose:	To provide a full administrative support service to the sports centre operations across both school campuses'.

Principal Accountabilities

1. Be responsible for the setting up and setting down of the facilities for usage, ensuring they are health and safety checked.
2. Taking facility bookings and advising customers on availability and any other product/service information to maintain a high quality service to customers.
3. Assisting the Sport Centre & Commercial Manager in calculating and inputting monthly staff hours.
4. Liaise with Sport Centre & Commercial Manager on all booking information.
5. Key holder responsibility across both school campuses'.
6. Answering and making necessary calls and emails to aid with the successful operation of the sports centre.
7. Ensuring efficient and correct use of the till operations and income, keeping any records and documentation up to date.
8. Responsible for the cleanliness of the sports centre. This will include vacuuming, dusting, and wiping down the necessary areas when needed.
9. Assisting the Sport Centre & Commercial Manager by carrying out Health and Safety checks and risk assessments throughout the sports centre and all associated facilities regularly.
10. Stocking and replenishing the vending machines when needed, ensuring that the products are in keeping with their sell by dates.
11. To deal with customer enquiries and complaints professionally and positively, and act on them immediately by either dealing with them or reporting them directly to the Sports Centre & Commercial Manager.

12. To provide a dedicated first aid service to all sport centre users, ensuring that accidents and instances of ill-health are dealt with promptly at first point of contact, or referred on for parent/professional medical attention.
13. Liaise with fellow staff colleagues and discuss appropriately any concerns or issues that have emerged from a first aid perspective to ensure that problems get the attention they need from the relevant authorities.
14. Complete the relevant accident/illness documentation, and keep appropriate records of accidents and incidents according to school policy and procedures.

Person Specification

	ESSENTIAL	DESIRABLE
Ability, Skills and Personal Qualities	<p style="text-align: center;">Able to use own initiative</p> <p>Flexible attitude in working practice – (role may require working different shifts at times)</p> <p>Ability to communicate with all levels of people</p> <p>Well organised with the ability to work under pressure</p>	<p>Excellent inter-personal skills</p>
Knowledge and Experience	<p>Experience of working within a leisure facility</p> <p>Previous experience in an administrative role</p>	<p>Knowledge of child protection procedures/ legislation</p> <p>Experience of working in an environment with children</p>
Education, Qualifications and Training	<p style="text-align: center;">GCSE or equivalent in Maths and English</p> <p>Computer literate, particularly Microsoft Word and Excel</p> <p style="text-align: center;">Qualification in First Aid at Work or a willingness to achieve this</p>	<p>Computer literate, particularly Microsoft Word and Excel</p> <p>First Aid at Work Certificate or a willingness to achieve this</p> <p>Awareness of health and safety legislation</p> <p>Basic equipment maintenance</p> <p style="text-align: center;">Full UK Driving Licence</p> <p style="text-align: center;">Use of own vehicle</p>