



**POST: Casual Leisure Assistant**

**SALARY:**

**HOURS:** Shift work. Evening and weekend work will be part of the requirement of the post

**BASE: Beactive Urmston**

### **ROLE PURPOSE**

Working on a casual (zero hours) basis you will be an integral part of our business; delivering excellent customer service to all our visitors and having the ability to work across key areas of the venue.

1. Provide excellent customer service whilst achieving operational targets.
2. To assist the Company to achieve its targets and objectives.
3. To contribute and work towards a continuous improvement strategy.
4. To develop a welcoming community across the Centre's staff team and members. Work with your team to create an environment that people want to come back to.
5. To provide a quality product / service in a safe and friendly environment.
6. To support the leadership and management of Beactive Urmston with the day to day operation of the Centre

## **ORGANISATIONAL RESPONSIBILITIES**

**Responsible to:** Management Team

**Reports to:** Duty Manager

**Supervises:** N/A

## **MAIN DUTIES & RESPONSIBILITIES**

### **General Duties:**

1. To deliver smooth running of Beactive Urmston.
2. To support and contribute to Beactive Urmstons vision.
3. To deliver and uphold Health & Safety legislation and good practice.
4. To effectively and proactively implement the Company's Equal Opportunities Policy both in terms of employment and service delivery.
5. To deliver effective communication throughout all levels of employees and volunteers at Beactive Urmston.
6. To undertake any other duties, as requested by the Management team.

### **Specific Duties:**

1. To maintain high standards of operation, maintenance and customer care.
2. To welcome and monitor customers to the center.
3. To respond to customer enquiries
4. Perform cleaning duties on all areas of the center including the gym, sports hall, squash courts and meeting rooms in-line with The Centre schedule.
5. To set up and take down equipment that forms part of the day to day timetable and events.
6. Cleaning duties as dictated by schedule and the management of the center.
7. Support ad-hoc large scale center events as required
8. Comply with all Health & Safety policies and regulations and report any defects or breaches to the Management Team.
9. To complete and store any records in relation to the role.

10. To take on relevant responsibilities during Emergency Procedures.

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/ Education</b>	Emergency First Aid Certificate(or willing to undertake)	Coaching qualification(s) Level 2 Fitness Instructor Qualification HSE First Aid at Work
<b>Skills/Training</b>	A high degree of self-motivation. Ability to build rapport with members and customers. Effective communication and interpersonal skills. Effective planning and organisational skills. A passion for health and fitness Ability to lead apprentices and volunteers.	
<b>Experience</b>	Experience of delivering a high level of customer service. Experience of working within a leisure fitness environment.	Experience of exercising and using gym equipment
<b>Statutory/Legal</b>	Appointment will be subject to a satisfactory DBS check at the enhanced level.	
<b>Other</b>	A willingness to work evenings and weekends as the role evolves.	