

JOB DESCRIPTION | Sports Centre Assistant

Reports to:	Sports Centre Manager
Hours of work:	Every other Saturday morning (9.15 – 12.45) and Sunday afternoon (13:00 – 15:00) if there are Sports Centre bookings. Where there are no bookings, you will be informed in advance that you would not be required to work.
Salary Grade:	OAT Casual Rate Point 3 £14.57 per hour

ROLE PURPOSE

- To support the Attendance team to continue drive improvement in overall student attendance at school.
- To understand and actively promote the importance of student attendance and how this links to academic outcomes and overall wellbeing.
- To build supportive relationships with students and families, to enable the identification to any barriers to attending school and to offer support in finding resolutions to these.

MAIN DUTIES AND RESPONSIBILITIES

OPERATIONAL

- Respond to customer enquiries as appropriate.
- Answer the telephone and complete booking sheets/working with booking software as required.
- Coaching work with groups of users, which may include supervision of birthday activities.
- Under supervision, dealing with incidents which may involve offering first aid and involving emergency service.

PREMISES MANAGEMENT

- Ensure centre is always clean and tidy and undertake cleaning of all public areas.
- Undertake routine maintenance checks of equipment and ensure all equipment is used safely.
- Make routine health and safety checks throughout the premises.
- Set up and dismantle equipment.
- Ensure all restricted areas are properly secured and monitored.
- Identify and report repairs needed to equipment.

RECEPTION

- Act as a first point of contact for visitors.
- Administer all aspects of the centre's bookings and courses, in person and via the telephone.
- Answer the telephone and respond to with enquiries.
- Issue sports equipment as required.
- Check answer phone at the start of each shift and deal with any enquiries.
- Contact duty officer in the event of an accident or medical requirement.
- Undertake clerical duties as required.
- Administer first aid, if required.
- Record all accidents, incidents or concerns on iAM Compliant at the end of each shift.

GENERAL

- All duties will be carried out within recognised procedures or guidelines.
- May include ad hoc duties, which require some initiative.
- Works according to programme, with limited scope to make day-to-day decisions about own workload, within a clear framework.
- There will be some need to interpret information or situations and to solve straightforward problems.
- The role will be as a lone worker, with line manager available for direction and guidance.
- No direct responsibility for supervision of others but may involve demonstrating duties or giving advice and guidance to new employees or others.
- To contribute to the overall ethos, work and aims of the academy.
- Actively participate in Goal Setting processes as appropriate.
- Identify personal training needs and other learning activities as required.
- Develop an understanding of policies and procedures, complying with their contents and raising concerns in a timely manner.
- To recognise own strengths, areas of expertise and use these to advise and support others.

SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN AND YOUNG PEOPLE

- To, at all times, adhere to policies and procedures in relation to safeguarding and statutory guidance “Keeping Children Safe in Education”.
- Follow Academy procedures promptly and completely, if you have any concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.
- Keeping safeguarding knowledge up to date as directed by the academy safeguarding lead.

FLEXIBILITY CLAUSE

Other duties and responsibilities express and implied which arise from the nature and character of the post within the Academy's (or section) mentioned above or in a comparable post in any of the Academy's other sections or departments.

VARIATION CLAUSE

This is a description of the job as it is constituted at the date shown. It is the practice of this Academy to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Principal reserves the right to make changes to your job description following consultation.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. It is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority.

PERSON SPECIFICATION | Sports Centre Assistant

Criteria	Essential	Desirable
Qualifications and Training		
Good standard of general education (GCSE or equivalent)	✓	
First Aid qualification or willingness to undertake training	✓	
Health and Safety training		✓
Experience		
Experience working in a customer-facing environment	✓	
Experience handling enquiries in person and by telephone	✓	
Experience carrying out administrative or reception duties	✓	
Experience working in a leisure, sports or educational setting		✓
Experience supervising activities for children or groups		✓
Experience undertaking cleaning or basic maintenance duties		✓
Knowledge		
Understanding of excellent customer service principles	✓	
Basic understanding of health and safety requirements in a public environment	✓	
Understanding of safeguarding responsibilities when working with children and young people	✓	
Knowledge of booking systems and electronic record keeping		✓
Knowledge of sports and leisure centre operations		✓
Understanding of accident and incident reporting procedures		✓
Skills and Abilities		
Ability to communicate effectively with a wide range of people	✓	
Strong customer service and interpersonal skills	✓	
Ability to work independently and use initiative within established procedures	✓	
Ability to follow policies, procedures and instructions accurately	✓	
Ability to respond calmly and professionally to incidents and emergencies	✓	
Good organisational and time management skills	✓	
Ability to undertake routine administrative tasks accurately	✓	
Ability to maintain records and complete documentation	✓	
Ability to set up and dismantle equipment safely	✓	
Confidence in using IT systems, email and booking software	✓	
Personal Qualities		
Friendly, approachable and professional manner	✓	
Reliable and punctual	✓	
Commitment to providing excellent customer service	✓	
Ability to work as part of a team while also working alone	✓	
Flexible approach to working hours and duties	✓	
Commitment to equality, diversity and inclusion	✓	
Willingness to undertake training and professional development	✓	
Positive attitude and willingness to support academy objectives	✓	
Other Requirements		
Ability to work evenings, weekends and shifts as required	✓	
Physically able to undertake manual handling activities involved in setting up equipment	✓	
Satisfactory enhanced DBS clearance	✓	
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Ability to comply with Academy policies and procedures	✓	