

Job Description

Job Title: Leisure Assistant

Salary: Above Minimum Wage.

Hours: 16 hours a week Minimum.

Overall Job Purpose:

To work as part of a team in attending to the required duties as directed by management, to prepare the Empire complex, for use by the general public. To lead the Leisure Team and to Deputise for the Centre Manager in his absence which will include being on call in his absence.

This will involve evening and weekend work on a split/shift rota basis

Principal Accountabilities / Key Tasks:

- To patrol the allocated area of the Complex maintaining good order by the users, and assisting with general enquiries by members of the public.
- Ensure all customers are complying with operating procedures and standards
- Raising to the attention of the centre manager any health and safety issues, and reporting defects and breakages of the building and equipment. Where necessary immediately stop the use of the particular equipment until the defect has been resolved.
- To undertake duties as requested by the Management, which will include duties such as cashier / café / cleaning / cinema operation and inspections of the play equipment. Also to carry out any other duties that may be required from time to time and to operate effectively as part of a team.
- Ensure the provision of excellent customer service with a responsibility to serve the public in the most courteous and efficient manner.
- Committed to undertaking all necessary training and development required for the role
- Qualifying by means of an up to date clear "Enhanced and Barred List Check" from the Disclosure and Barring Service to work in what is a "regulated activity" due to the nature of the work involving children.

Position in the Organisation:

Reports to: Centre manager

Person Specification

- **Education and Training**

The minimum educational requirements/professional or vocational qualifications for the post

Desirable

3 Day First Aid Certificate

Food safety certificate

Health & Safety at work certificate

- **Key Competence Requirements**

Job related knowledge Critical for effective performance

Essential

Ability to use computerized cash/booking systems

Ability to enter the play equipment on a regular basis to carry out the necessary inspections

Ability to communicate effectively with the general public

Ability to Work as part Of a Team

Good Customer Service Skills

Desirable

Willingness to learn new skills

Experience of working in leisure environment

Experience of working as a cashier / Handling Money

Experience of working with catering equipment

Ability to communicate effectively in Welsh and English

Customer Care / Welcome Host or equivalent experience

- **Specific skills critical for effective performance**

Desirable

Able to work unsociable hours and at weekends.

4. Personal Attributes

Personal values and characteristics which should be demonstrated in performing the duties of the post

Essential

Non-judgemental approach
Positive and pragmatic approach to work

- **Personal Circumstances**

Job demands which, if not met, could constrain effective performance in post

Essential

Must have a satisfactory Enhanced and Barred List Check from the Disclosure and Barring Service