

Job Description: Casual Sport Assistant

Role Specific

- 1) Greet customers, assist with inquiries, and provide information about the sports centre, ensuring they feel welcome and are well-informed about the facilities and its offerings.
- 2) Ensure the sports centre is safe, regularly inspecting and maintaining equipment, changing rooms, 3G surfaces and Sports Halls to meet health and safety standards.
- 3) Maintain the cleanliness and tidiness of the sports centre at all times, including regular inspections of gym areas, changing rooms, and communal spaces. Take proactive steps to ensure all areas are presentable and safe for customers, and immediately addressing any cleanliness or maintenance issues that arise.
- 4) Set up, store, and ensure the functionality of sports equipment, preparing it for various activities and ensuring that everything is in proper working condition for safe use by customers.
- 5) Monitor activities to ensure participants follow rules and address any safety concerns, keeping an eye on the safety of users during sessions, games, or other sports events.
- 6) Manage bookings, and payments, using the calendar to accurately record customer/ booking information.
- 7) Provide basic first aid and report any accidents or incidents to management, responding promptly to injuries or emergencies and keeping accurate records of any incidents.
- 8) Help prepare for events or tournaments, assisting with venue setup, and ensuring everything runs smoothly during the event.
- 9) Monitor entrances and exits to ensure the security of the sports centre, checking that all areas are safe and secure, and reporting any suspicious activity to the appropriate authorities.
- 10) Collaborate with staff members to create a positive experience for customers, working closely with trainers, coaches, and management to ensure seamless operations and customer satisfaction.

College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate

Person Specification	Casual Sport Assistant
Training, Experience and Knowledge	Essential / Desirable
Experience in leisure centre/Fitness centre	Desirable
Working knowledge of health and safety best practice.	Essential
Experience working in a customer facing environment, providing the highest levels of customer service across a range of clientele.	Essential
First Aid in work qualification.	Desirable
Comfortable using Microsoft Office365 applications.	Essential
GCSE Maths and English Level 4/ Grade C	Essential
Personal Skills and Attitudes	
Customer-focussed mindset with exceptional customer service	Essential
Good organisational skills with meticulous attention to detail	Essential
Articulate communicator with a confident telephone manner and good written skills	Essential
the ability to keep calm under pressure and solve problems and emergencies when they arise efficiently and effectively	Essential
Self-motivated with a positive attitude and keen willingness to learn	Essential
Ability to work independently and on your own initiative, as well as in a team environment	Desirable