Job Description: Sports Centre Duty Assistant

The post holder shall carry out those professional duties as circumstance may require, under the reasonable direction of the line manager. This document does not aim to specify all the details of the responsibilities and key tasks of the post holder and specific duties are subject to review with the line manager. All posts within the Academy are subject to an enhanced DBS disclosure and KCSIE requirements.

Contract Type:	Permanent
Accountable to:	Sports Centre Manager/Duty Manager

Job Purpose:

To support the Sports Centre Manager and Duty Manager in the operation of the Sports Centre during the evenings/ weekends. This includes operational management of all aspects of the service, including ensuring the safe provision of a range of quality health and fitness services, all associated bookings and the overseeing of our Children's Birthday Parties.

Responsibilities

Duty Assistant
a) To assist the Duty Manager with the day to day running of the Trust Sports Centres; b) To assist the Duty Manager unlocking and closing the facilities; c) To assist the Duty Manager with cleaning the Trust Sports Centres; d) To assist the Duty Manager with gym / club bookings and class memberships; e) To assist with bookings and arrangements for birthday parties; f) To assist the Duty Manager with setting up and setting down of all equipment relating to bookings;. g) To unlock the site and set up the goals; h) To ensure all services and facilities are available for customers and that these are set up in a timely manner; i) To interface with customers ensuring they are able to access the required services and that their experience of using the centre is a positive one; j) To deal with customer queries and complaints escalating when required; k) To ensure that the centre is kept cleaned and maintained at all times; l) To ensure that the centre is opened on time and that it is secured at the end of each shift; m) To actively promote the services of the Sports Centre and associated bookings as required; n) To inform the Sports Centre Manager of any low stocked items; o) To ensure that all payments received are documented and stored in the agreed manner; p) To ensure that all – Trust policies are adhered to at all times;

q) To ensure all accident report forms are filled out correctly and stored in the agreed manner.
Weekday Responsibilities
a) To focus on gym and class members and sport bookings. This will include setting up goals, nets, weights, benches etc; b) To take payments and answer phone calls; c) To respond to emails and enquiries as they arise.
Weekend Responsibilities
a) To deal professionally and politely with all customer queries; b) To focus on the running of the children's parties; c) To set up all party equipment. (goals, obstacle course equipment, benches, tables, chairs, bunting, reception areas, food room.)
Birthday Parties
a) To act as a front of house for the party guests and parents; b) To be responsible for signing all party guests in; c) To be responsible for timekeeping of the shift to ensure everything runs smoothly; d) To be responsible for cleaning and general maintenance of the facility.
Communication
a) To communicate effectively within the team to ensure the service is delivered efficiently; b) To deliver a high level of customer service.
Training and Development
a) To participate in arrangements for further training and developments; b) To initiate new ideas and encourage developments; c) To participate in the Trust appraisal process.
Health & Safety
a) To ensure all rooms/halls are checked before each party/ letting, so that all health and safety requirements are met; b) To ensure entry to the centre is restricted to bona fide users of the centre; c) To ensure all staff are trained in the safe delivery of services; d) To provide first aid cover.
Safeguarding
a) To be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
6. Other Duties
a) To carry out any other tasks commensurate with the role/grade as may be requested by the Sports Centre Manager from time to time. b) To work at other sites within the Trust when required.