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| **PERSON SPECIFICATION**  |
| **ROLE: Operations Assistant** | **ESSENTIAL REQUIREMENTS** | **DESIRABLE** |
| **Qualifications** |  | * First Aid at Work
* NVQ Customer Care/Service Qualification
* COSHH certification
* Manual handling certification
* Health and Safety certification
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| **Experience** | * Co-ordination and manual handling of small and sizeable items in a busy environment
* Experience using cleaning chemicals and following COSHH at work
* Cleaning in a commercial or domestic environment
 | * Knowledge of cleaning in Leisure Centres
* Operating a wide range of cleaning machines
* Experience of cleaning in a busy environment
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| **Skills** |  * Good organisational & time management skills
* Good customer care skills
* Team player
* Understanding of health and safety at work
* Flexible: Willingness to work evenings, weekends, and bank holidays
 | * Ability to think of solutions to problems
* Ability to talk to customers and help with questions and complaints
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| **Behaviours** | **TEAMWORK –** Achieve more by working together**INNOVATION –** Seek solutions to deliver services in the best way | **TEAMWORK*** Able to work together with others

**INNOVATION*** Brings only solutions when faced with problems.
* Always thinks with the end goal in mind
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| **ROLE:****Operations Assistant**  | **ESSENTIAL REQUIREMENTS** | **DESIRABLE** |
| **Behaviours (Cont.)** | **EFFECTIVENESS** **–** Focused on achieving results.**RESPECT** **–** Value the views and opinions of others.  | **EFFECTIVENESS*** Able to motivate others as well as self
* Organised
* Able to apply to tasks and find better ways to work
* Able to set own goals to achieve results

**RESPECT*** Capable of fostering a positive and respectful environment where colleagues feel comfortable sharing their opinions and ideas
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