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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 |
| **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 |
| **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 |
| **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 |