LISBURN & CASTLEREAGH CITY COUNCIL

Job Reference: JF3963

JOB TITLE:	Recreation Assistant
DEPARTMENT:	Leisure & Community Wellbeing
UNIT:	Sports Services
SCALE:	Scale 3, Spinal scale points 7 - 9
RESPONSIBLE TO:	Senior Recreation Assistant
DURATION:	Permanent
LOCATION:	Lough Moss Leisure Centre
HOURS OF WORK:	37 hours per week as per rota

KEY PURPOSE OF JOB:

Play a key role in ensuring that a quality customer service is provided to customers on a consistent basis by helping ensure that the highest standards of cleanliness & health and safety for customers and colleagues are maintained at all times.

KEY RESPONSIBILITIES

1. Help ensure the safe handling, erection/dismantling of all sports/activity equipment both within and outside the facility to ensure that all activity areas are suitably prepared and safe for customer use.

2. Help ensure that all relevant statutory health and safety requirements and Lisburn & Castlereagh City Council health and safety policies, procedures and work instructions are adhered to at all times.

3. Help ensure that the highest standards of cleanliness and housekeeping are maintained throughout the facility by carrying out associated cleaning duties, operating cleaning equipment/machinery and helping to ensure the safe storage of sports equipment, cleaning materials/chemicals etc.

4. Help ensure that all Child Protection and Vulnerable Adult legislation, published relevant guidelines and Council policies are complied with in the operation of the

services and activities of the facility, to help ensure a safe environment for both customers and work colleagues.

5. Assist with the general control and supervision of customers to help ensure a safe and enjoyable experience for all and deal with all customer contacts in a positive, helpful and friendly manner. Provide cover at reception/front of house areas as and when required.

6. Ensure that all duties are carried out with a high level of customer focus and that all customer contacts, queries and comments are dealt with in a positive manner, with product knowledge and awareness key in dealing effectively with customers.

7. Help ensure that relevant checks and records including those relating to health and safety, routine maintenance and cleaning are satisfactorily maintained.

8. Assist in inducting new staff and any temporary work placement students. Undertake and utilise any relevant training provided by Lisburn & Castlereagh City Council to fulfil duties of the role.

9. Assist with the delivery of the Centre programme and carry out any additional duties relevant to the post, including utilising any coaching qualifications/awards to instruct, coach and supervise activities and classes as and when required. Undertake and utilise any relevant training provided by Lisburn & Castlereagh City Council to fulfil duties of the role.

10. Ensure compliance with Council policies and procedures and operate within the highest standards of management and personal behaviour, which reflect the core values and behaviours of the organisation.

11. Promote equality of opportunity and access in service delivery and in the employment of staff through the mainstreaming of equality within the Council.

12. Ensure the provision of high standards of customer service within the facility and across Sports Services. Promote and manage the service effectively and communicate in a way, which enhances and promotes the public image and overall reputation of the Council, including product knowledge and awareness.

"**We are an equal opportunities employer, and we welcome applications from all suitably qualified persons."**

Note:

The post holder should be aware that the responsibilities and functional areas of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of functional responsibilities. The post holder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

Person Specification – RECREATION ASSISTANT

	Essential Criteria	Method of Assessment
Qualifications and Experience	It is **essential** that applicants have a minimum of: **1.1** A relevant recognised current coaching qualification. **1.2** A minimum of **one years**' experience of dealing with the public in a customer service related environment. Where applicants do not hold the qualifications as outlined in 1.1, they must demonstrate a minimum of **two years'** experience as outlined in 1.2 above It is **desirable** that candidates have a minimum of: **1.3** - One years' experience of working within a leisure facility (e.g. Outdoor Sports Pitches, Leisure Centre, Recreation Centre, Private Fitness Club or other sport/leisure organisation). **1.4** A Current First Aid at Work Qualification.	Application Form / Interview / Pre employment checks Application Form / Interview / Pre employment checks
Knowledge	Awareness of Child Protection and Vulnerable Adult issues. It is desirable that applicants have knowledge of Health and Safety requirements specific to the Leisure Industry.	Interview and Assessment Centre

Regulated Posts

Factors	Essential	Method of Assessment
Special Circumstances	The post for which you are applying is regulated and therefore a conviction can never become 'spent' and you must declare any previous convictions in the relevant section of the application form. All posts require that candidates have a satisfactory Access NI disclosure as part of the pre-employment checks.	AccessNI Check

BEHAVOURAL COMPETENCIES – REFER TO ATTACHED GUIDE 'COMPETENCY FRAMEWORK FOR LOCAL GOVERNMENT'

The following behavioural competencies have been designated as essential behaviours that should be demonstrated in order to successfully perform this role. These behaviours will be assessed during the selection process. Applicants should refer to the attached competency guide.

Factor	Criteria	Essential	Desirable	Assessment Method
Behavioural Competencies	**1.3 – Managing Performance** Sets clear, aligned, high standard performance goals and objectives for self, others and the organisation	Yes		Application / Interview
	2.2 – Developing our Own Capability Looks for opportunities to learn and develop in order to deliver and add value to their own role.	Yes		Application / Interview
	3.3 – Meeting Customer Needs Establishes the needs of customers and strives to ensure that these are met.	Yes		Application / Interview
	4.3 – Achieving Results Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results	Yes		Application / Interview