**Job Description**

**Leisure Officer**

**Level: 3**

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| **Responsible To:**  | **Responsible For:** |
| Duty Manager | NA |

**About the job:**

As part of the Council’s Leisure Services team, you will be responsible for carrying out a broad range of duties in order to maintain a high standard of surveillance and service to customers, ensuring they can make full and safe use of the leisure facilities.

**Role:**

To provide an efficient service to all customers at the Sports Hub in a polite and courteous manner. Pro-actively providing information to promote the Centre to the public at all times and responding positively to customer enquiries.

To follow direction of the Duty Managers and work collaboratively alongside colleagues.

To administer first aid in the event of injury and administers CPR and/or artificial respiration, if necessary.

Assisting members of the public to use facilities safely and safeguard the day to day preparation and use of the sports pitches

To maintain good housekeeping and cleanliness in all areas in support of the cleaner.

Reporting any defects or faults to the Duty Manager and take immediate action to prevent customers being exposed to potentially dangerous hazards.

To maintain health and safety, security, and appropriate standards of behaviour.

Comply with all aspects of the Emergency Action Plan (EAP) and Normal Operating Procedure (NOP), ensuring health and safety procedures and guidelines are adhered to at all times. Assisting in the safe evacuation of the premises.

Provide support to colleagues when required, including meeting and greeting pitch and kiosk users, taking bookings and payments, answering phone calls and emails from centre users, serving customers in the kiosk, with a focus on frontline service delivery and better outcomes for customers.

To respond appropriately to any enquiry. Be required to identify and resolve any customer problems or complaints in a positive and helpful manner. Deliver a consistent and reliable level of customer service that meets and wherever possible, exceeds customer expectations.

Accept and securely handle lost property items, ensuring safe storage and appropriate controls are in place for returning to individuals.

In accordance with Safe Working Practice erect, move and dismantle sports equipment.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* National Pool Lifeguard Qualification (NPLQ)
* A good standard of numeracy and literacy demonstrated through either qualification or previous experience
* We will carry out DBS checks for the postholder.

**Experience**

* Previous experience of working within the leisure industry or similar customer focused environment.
* Practical experience of following health and safety procedures and policies.

**Knowledge**

* General understanding of the leisure working environment, such as facilities, maintenance, health and safety and customer care.
* Knowledge of current safety requirements.

**Skills & Abilities**

* Excellent customer care.
* Great communication skills both verbal and written.
* Good IT skills.
* Basic numeracy skills, e.g. cash transactions, count stock, read and understand measurements.
* Ability to follow direction and operate as part of a team to achieve results.

**You will play a key part in our organisational culture:**

**FORWARD THINKING** – Plans and prioritises effectively deciding what to do and what not to do

**RESPECT** – Is visible and approachable with colleagues

**PROFESSIONAL** – Demonstrates an awareness of the political context in which decisions are made

**PRIDE** – Creates a positive and upbeat culture amongst colleagues

**ONE TEAM, ONE COUNCIL** – Builds effective relationships outside their immediate team