



SOUTH LANARKSHIRE
Leisure & Culture
Behaviour based Job Profile
Clerical Assistant (Memberships)

Service: Support Services	Grade: Grade 1 Level 1-3
Reports To: Membership Officer	Location: SLLC HQ, Almada Street, Hamilton
Vision and Values	
Our Vision	
Our vision is healthier, happier, more connected lives.	
Our Values	
Our values are, Do the right thing Even when no one's looking • Be a great team Work together. Share ideas. Share mistakes. Share successes • Own it Be accountable for outcomes good and bad. Don't pass the buck • Be positive Be hospitable. Make people feel good.	
Overall Purpose of the Job:	
To undertake a range of admin and general clerical processes or tasks in support of a number of SLLC headquarters operational functions.	
Main Accountabilities of the job:	
Provision and administration of membership applications and assisting with the co-ordinating of monthly BACS runs.	
To provide accurate management information reports to agreed timescales.	
To assist in the administration in relation to collation of outstanding member debts.	
To provide a high standard of customer service in dealing with members of South Lanarkshire Leisure's membership scheme, facility liaison officers and external partners.	
To assist and develop onsite membership and retention initiatives to improve membership uptake and attrition rates.	
Own it – what can you do	
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services possible. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. • See a job through to completion. • Be accountable for outcomes good or bad. 	
Be a great team – what can you do	
<ul style="list-style-type: none"> • Work together with colleagues and customers and take time to build effective working relationships. • Celebrate team success and create a positive team spirit. • Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves. 	

- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Be enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Be aware of and adhere to professional codes of practice and the code of conduct and understand how these impact on employment.

Be positive – what can you do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.

Position Requirements

- **Qualifications:** N/A
- **Recruitment Checks:** As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks for example, Identity, Asylum and Immigration and employment history etc.
- **Disclosure Scotland:** N/A