



SOUTH LANARKSHIRE  
**Leisure & Culture**  
**Behaviour based Job Profile**  
**Recreation Assistant (Dryside - Large Site)**

|   |                               |
|---|-------------------------------|
| <b>Service:</b> Sport & Physical Activity   | <b>Grade:</b> Grade 1 Level 1 |
| <b>Reports To:</b> Duty Officer   | <b>Location:</b> Various      |
| <b>Vision and Values</b>  |                               |
| <b>Our Vision</b>   |                               |
| Our vision is healthier, happier, more connected lives.   |                               |
| <b>Our Values</b>   |                               |
| 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.  |                               |
| <b>Overall Purpose of the Job:</b>  |                               |
| To contribute to the smooth and efficient running of the centre   |                               |
| <b>Main Accountabilities of the job:</b>  |                               |
| To ensure the cleanliness is of a high standard in both internal and external areas.  |                               |
| To deal with customer enquiries and ensure customer care standards are adhered to.  |                               |
| To be responsible for the security, monitoring and ensuring management rules are adhered to.  |                               |
| To prepare and recover equipment for the use by the customer, colleagues, and the stakeholder.  |                               |
| <b>Own It – what can you do</b>   |                               |
| <ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services possible.</li> <li>• Aim to get things right first time and commit to continuous improvement.</li> <li>• Demonstrate fairness, inclusivity, valuing diversity and equality.</li> <li>• Ensure compliance with external/internal regulations and that you and others are responsible and accountable.</li> <li>• Take ownership of decisions and consider the wider implications for you, the team, and the organisation.</li> <li>• See a job through to completion.</li> <li>• Be accountable for outcomes good or bad.</li> </ul>  |                               |
| <b>Be a great team - what can you do</b>  |                               |
| <ul style="list-style-type: none"> <li>• Work together with colleagues and customers and take time to build effective working relationships.</li> <li>• Celebrate team success and create a positive team spirit.</li> <li>• Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.</li> <li>• Encourage working together for the benefit of customers.</li> <li>• Works alongside internal and external colleagues to meet common objectives.</li> <li>• Actively and respectfully listens to people in order to understand them and their views.</li> <li>• Contributes appropriately to team and other meetings and discussions.</li> </ul> |                               |

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

#### **Be positive - what you can 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