



SOUTH LANARKSHIRE
Leisure & Culture

Senior Recreation Assistant - Fairhill Job Profile

Service: Sport and Physical Activity	Grade Scale: Grade 2 Level 1
Reports to: Duty Officer	

Purpose of Job
To assist with the daily operations of the building.

Key tasks and responsibilities
• To provide assistance and opportunities to customers with additional support needs
• To contribute and support, to defined standards, the implementation, maintenance, delivery and review of Health and Safety at an operational level.
• To undertake financial duties in line with SLLC procedures
• To aid the operation of the centre by assisting in the monitoring of performance, carrying out maintenance, review of cleaning schedules, implementation of gym challenges and coaches monitoring and other staff supervision.
• To ensure 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 ensure the safe and effective usage of the gym environment for Club users, fellow staff and oneself
• To carryout cleaning and preventative maintenance duties
• To promote SLLC memberships options to all existing and potential members in line with targets.
• To Co-ordinate and provide corporate and site specific retention initiatives.
• To act as first point of contact and ensure access to SLL Facilities is controlled and that customers, colleagues and stakeholders are dealt with effectively.
• To be responsible for till and reconciliation of monies in line with Trust procedures and guidelines
• To operate the electronic booking / till system.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none"> • First Aid at Work Qualification • Level 2 Gym Instructor qualification, relevant HNC or equivalent 	<ul style="list-style-type: none"> • Level 3 Diploma in Fitness Instructing / Personal Training, relevant to HND or equivalent
Skills, knowledge, experience	<ul style="list-style-type: none"> • Experience working within Health and Fitness in facility operations • Knowledge of Health and Safety in a facility setting 	<ul style="list-style-type: none"> • Experience of staff supervision • Experience working with special population clients
Personal Qualities	<ul style="list-style-type: none"> • Supportive team player • Positive attitude • Enthusiastic • Motivated 	
Other		

Safer Recruitment Checks
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.
<ul style="list-style-type: none"> • Asylum and Immigration right to work in the UK • Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager. • Candidate Disclosure Check, where applicable

Behaviour Framework
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:
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

- 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.
- 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.