



SOUTH LANARKSHIRE
Leisure & Culture

Senior Recreation Assistant – Hamilton Water Palace Job Profile

Service: Sport and Physical Activity	Grade Scale: Grade 1 Level 4
Reports to: Duty Officer	

Purpose of Job

To assist with the daily operations of the building.

Key tasks and responsibilities

- To ensure the cleanliness is of a high standard in both internal and external areas.
- To be responsible for the opening and closing of the building.
- 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 act as first point of contact and ensure access to SLLC Facilities is controlled and that customers, colleagues and stakeholders are dealt with effectively.
- Perform clerical duties including filing, faxing, copying and mail distribution.
- Contribute towards marketing and promotion of SLLC facilities ensuring promotional materials are available and displayed appropriately.
- To assist with the vending when necessary.
- To carryout cleaning and preventative maintenance duties.
- Promote SLLC memberships options to all existing and potential members in line with targets.
- Co-ordinate and provide corporate and site specific retention initiatives.
- Responsibility for till and reconciliation of monies in line with Trust procedures and guidelines.
- Operation of electronic booking / till system.
- To prepare and recover equipment for the use by the customer, colleagues and the stakeholder.
- Undertake supervisory duties to ensure a safe environment for the public.
- Assist with financial duties in line with SLLC procedures.
- Vending stock rotation and control for café, cleaning, first aid and supplies.
- Contributes and supports defined health and safety standards.
- To assist the Duty Officer/Recreation Officer prepare and deliver events on time and assist in the marketing of these events.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none"> Pool Lifeguard Qualification 	<ul style="list-style-type: none"> Pool Plant Operators qualification First Aid at Work Qualification
Skills, knowledge, experience	<ul style="list-style-type: none"> Facility operation and knowledge of Health and Safety. 	<ul style="list-style-type: none"> Experience of staff supervision Experience with a Leisure management system
Personal Qualities	<ul style="list-style-type: none"> Supportive team player Positive attitude Enthusiastic Motivated Customer focused 	
Other		

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be from your 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

- Are motivated to deliver the best possible services.
- 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.