



SOUTH LANARKSHIRE
Leisure & Culture

Senior Recreation Assistant – Wetside 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 SLL 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.
• Supervision of pool activities / dry side activities
• 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.
• Undertake a range of pool plant activities.
• 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.
<ul style="list-style-type: none"> Asylum and Immigration right to work in the UK
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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. 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.