



SOUTH LANARKSHIRE
Leisure & Culture

Recreation Assistant – JHHP (Outdoor 2) Job Profile

Service: Outdoor/ORB/Country Parks/ Museums & Libraries	Grade Scale: Grade 1 Level 2
Reports to: Duty Officer	

Purpose of Job
To contribute to the smooth and efficient running of the Centre.

Key tasks and responsibilities
<ul style="list-style-type: none"> • To ensure the cleanliness is of a high standard in both internal and external areas.
<ul style="list-style-type: none"> • To be responsible for the security, monitoring and ensuring management rules are adhered to.
<ul style="list-style-type: none"> • Ensure safe and effective usage of the park/water sport environment for customers, colleagues and oneself.
<ul style="list-style-type: none"> • Responsibility for till and reconciliation of monies in line with Trust procedures and guidelines.
<ul style="list-style-type: none"> • To prepare and recover equipment for the facility and outdoor area for use by the customer, colleagues and the stakeholder.
<ul style="list-style-type: none"> • To deal with customer enquiries and ensure customer care standards are adhered to.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		RYA Dinghy Instructor RYA Windsurf Instructor Paddle Sport Instructor
Skills, knowledge, experience	Knowledge of health and safety in an outdoor park environment	Have previous experience working in facility environment
Personal Qualities	Customer focused Supportive team player To work in a flexible and adaptable manner	Enthusiastic and willing to learn.
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 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.