



SOUTH LANARKSHIRE
Leisure & Culture

Recreation Assistant Dryside – Large Site Job Profile

Service: Sport and Physical Activity	Grade Scale: Grade 1 Level 1
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 deal with customer enquiries and ensure customer care standards are adhered to.
<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">• To prepare and recover equipment for the use by the customer, colleagues, and the stakeholder.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		
Skills, knowledge, experience	<ul style="list-style-type: none">• Knowledge of health and safety in a customer environment• Follow process and procedures.	
Personal Qualities	<ul style="list-style-type: none">• Customer focused.• Supportive team player• To work in a flexible and adaptable manner• Friendly and welcoming	
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

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| <ul style="list-style-type: none"> • Are motivated to deliver the best possible service. • 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. |
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Be a great team - what can you do
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| <ul style="list-style-type: none"> • 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. |
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Do the right thing – what can you do

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| <ul style="list-style-type: none"> • 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. |
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Be Positive - what you can do

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| <ul style="list-style-type: none"> • Are punctual and friendly and demonstrate a positive professional attitude. • Take pride in your own work and that of your team members. |
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- 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.