



SOUTH LANARKSHIRE
Leisure & Culture

Recreation Assistant Dryside – EK Neighbourhoods Job Profile

Service: Operations and Estates	Grade Scale: Grade 1 Level 2
Reports to: Senior Recreation Officer	

Purpose of Job

To contribute to the smooth and efficient running of the centre

Key tasks and responsibilities

- To ensure the cleanliness is of a high standard in both internal and external areas.
- To assist with the vending when necessary.
- To be responsible for the opening and closing of the building.
- To be responsible for the security, monitoring and ensuring management rules are adhered to.
- Ensure safe and effective usage of the gym environment for Club users, fellow staff and oneself.
- Responsibility for till and reconciliation of monies in line with Trust procedures and guidelines.
- To prepare and recover equipment for the use by the customer, colleagues and the stakeholder.
- Perform clerical duties including filing, faxing, copying and mail distribution.
- To deal with customer enquiries and ensure customer care standards are adhered to.

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 • 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		
<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		
<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 others 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		
<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. 		
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.