



Colchester Borough Council

JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION



Job Title:	CNG Cycle Assistant	Salary Grade:	CMG 13	Post Reference:	
Service Area:	Commercial Services	Section:	Sport & Leisure		

Responsible to: Duty Manager

Line Management responsibility for: No direct staffing responsibilities.

Contact with: Staff and Customers

Purpose of job: To maintain standards of cycle hire and building and retail standards of the Cycle Shop service. To carry out Cycle equipment check, changeovers, maintenance, retail operation, liaise with Duty Managers as to other daily requirements.

Budget responsibilities: Not applicable

Principal Accountabilities:

1. To contribute personally towards the achievement of the Council's three Core Goals and culture as defined by CBC's organisational attitudes and behaviours.
2. To deliver a friendly, professional and efficient customer service creating a welcoming atmosphere for each of our customers in line with the Leisure World ethos, with the key aim of retaining existing and attracting new customers.
3. Implement routine operating procedures for the site and services to contribute to the safe and efficient operation of the Cycle Shop and service at the Sports Park.
4. Implement emergency operating procedures as necessary to ensure the safety of customers.
5. Provide advice and assistance to customers and to contribute to the implementation of the centres customer care plan to ensure customer satisfaction and increase usage of facilities.
6. Set up, check, supervise and monitor use of cycle equipment for sports park activities and special events in order to ensure customer safety and satisfaction, including tracking and storing of tools, servicing of bikes.
7. Support facility team in set up, checks and maintenance of the cycling activities and facilities
8. Set up, check and delivery of the retail offer for the Cycle shop and services for customers including stock control, and sales of items and services
9. Where trained to do so, administer first aid and as required in accordance with Centre procedures to protect the health of customers.
10. Contribute to your own training and development and to understand your role at Leisure World by attending Personal Development discussions. Your manager will also assist you by maintaining a planned approach to agreeing your personal targets which will reflect the needs of the business.
11. To comply with the Council's Safeguarding policies with regard to children and vulnerable adults.

Disclosure and Barring Service Registration required: Yes

Level of check required: Enhanced with a children's barred list check

Where staff will carry out defined, regulated activity with children/vulnerable adults

Public Sector Network independent check required:

No

Level of check required:

Where staff will access sensitive information using a PSN/need a .GCSX e-mail address

Politically Restricted Post: No

PERSON SPECIFICATION

The following are the qualifications or equivalent experience that apply to this role:-

We expect you to have:	We also hope that you have:
<ul style="list-style-type: none"> • Been educated to a level of at least 5 GCSE (grades A to C), including maths and English, or equivalent, or have relevant experience. 	<ul style="list-style-type: none"> • Cytech or City & Guilds Level 2 bicycle industry standard • HSE approved First Aid at Work certificate • Be trained in the use of AED (defibrillator)

Skill groups	Skills
	We expect/hope you have:
Role-specific technical skills	<ul style="list-style-type: none"> • Able to demonstrate suitability for working in a front facing role with the public including children/vulnerable adults • Excellent mechanical skills (equivalent to Cytech or City & Guilds Level 2 bicycle industry standard) • A passion for cycling • Be able to plan, monitor and prioritise • Have attention to detail and accuracy • Previous experience of working in the bike industry would be beneficial • Previous retail experience • Cycle coaching qualification and experience level 1 or 2 • Experience of sharing your bike maintenance skills with others (in a formal or informal setting) • Able to work both independently, using judgement and initiative and as part of a busy team • Able to deal professionally, politely and confidently with our customers in all interactions • Have accurate cash handling skills
Leadership/Management	<ul style="list-style-type: none"> • Have integrity • Be able to inspire and motivate others
Impact and influence	<ul style="list-style-type: none"> • Be able to build and use relationships with staff and customers alike
IT Skills	<ul style="list-style-type: none"> • Microsoft Office365 applications (Outlook, Word, Excel, Powerpoint)
Specialist Communication skills	<ul style="list-style-type: none"> • Listen and use effective questioning techniques to identify customer needs. • To adapt where appropriate to meet special requirements e.g. disability and enquiries of a sensitive nature. • Provide best recommendation based upon understanding customer needs. • Pay attention to detail and accuracy when recording all aspects of customer interaction. • Specialist communication skills.

The following are any physical or special attributes that apply to this role:

We expect you to be able to:	We also hope that you are able to:
<ul style="list-style-type: none">• Be physically fit• Work flexibly as appropriate – including attendance at meetings as and when required• You need to be available to work on a rota and/or shift basis which may cover some early mornings, late evenings weekends and Bank Holidays• Be able to travel to and work from any Sport & Leisure site as required	<ul style="list-style-type: none">• Have stamina and the ability to work under pressure

Prepared by: Paul Richardson	Date: 26.08.20
------------------------------	----------------