



Colchester Borough Council

JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION



Job Title:	CNG Leisure 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 building hygiene, appearance and health and safety standards for the Colchester Northern Gateway Sports Park. To carry out various equipment changeovers, cleaning and service checks and to 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 Colchester Northern Gateway Sports Park or Centre.
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 equipment for sports and recreation activities and special events in order to ensure customer safety and satisfaction.
7. Implement routine cleaning procedures for the sports park ensuring standards and statutory compliance is maintained.
8. Where trained to do so complete routine maintenance to sports park facilities and any required safety checks.
9. Where trained to do so support activity sessions for sessions provided.
10. Where trained to do so, administer first aid as required in accordance with Centre procedures to protect the health of customers.
11. 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.

12. 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"> • 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 • Have an interest in sporting activities • Good time keeping • Be able to plan, monitor and prioritise • Have attention to detail and accuracy <p>An advantage to have an interest in attaining or experience in one or more of the following Level 1 or 2 Sports coaching or leaders' qualifications e.g.</p> <ul style="list-style-type: none"> • Health and Fitness • Cycling Road, BMX • Ride Leader • Bikeability • Cricket • Accredited Marshal • Cytech or City and Guilds
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)

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

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