



Job Description – The Venue@UAK Leisure Facilities Assistant

Responsible to: Jack Bell, The Venue@UAK Community Lettings Manager

Overall Aim: To support the Facilities Management Team and assist with the day to day running of the UAK Campus

Responsible to the Community Lettings Manager, for the day to day reception duties. This will include greeting customers, signing in/out customers, guiding customers, answering the phone, replenishing information points and assisting the Duty Managers with booking systems and administration. Work within set systems and procedures. Ensure facility looks clean inside and outside. To set up, dismantle move and store equipment within the guidance of policies and procedures. Provide effective customer care, report and record damages/incidents/issues, and work within set systems and procedures. Expected to work on own initiative, as part of a team and seeks advice from appropriate sources where required.

Range of Duties:

- Responsible for ensuring that activity areas and equipment are set out and put away in accordance with daily booking/changeover sheets
- To ensure that equipment is dismantled, moved and stored as required on a day to day basis, as per policies and procedures
- Maintain a clean facility for the customers and school provision the following day by completing regular spot checks, litter picking, undertaking cleaning duties both inside and outside the facility
- To provide high standard of customer care in order to promote the campus, help customers, answer questions and provide directions to customers in the centre, as a key member of 'front line' staff
- Use spreadsheet I.T programme to complete up to date records of attendance.
- To adhere to UAK and Amey procedures and policies. Including training, completing records, cleaning schedules and reporting incidents and accidents.
- To attend in-house and external training as and when required
- To answer the telephone and record messages for the Duty Manager/Management Team
- To assist the Duty Manager to setup and maintain booking systems and rotas
- To assist the Community Lettings Manager with publicity and marketing
- To assist clubs based at UAK with administration duties
- To ensure administrative systems are in place e.g. signing in sheets, registers
- Ensure all bookings have completed paperwork as per UAK policy
- Assist the Community Lettings Manager with monitoring and feedback from participants.
- To sell snacks and drinks to the public.
- Use cash register and issue receipts.
- Maintain website. Making sure all details are up to date.
- To set up information points and replenish stock
- Liaise with relevant staff to promote the campus to teachers, staff, parents, school councillors and pupils

	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	Understanding of key roles of a Leisure Facilities Assistant	Experience of customer care, working under own initiative and completing admin systems	Application Form & Interview
QUALIFICATIONS	None	Formal training in: Microsoft packages, Word, Excel, PowerPoint, Access. Sports Leaders Award	Application Form & Interview
TRAINING	To attend all necessary training required for this post	Customer Service , First Aid	Application Form & Interview
SPECIAL KNOWLEDGE	None	Knowledge of using a computer, Knowledge of setting up sport equipment, cleaning equipment	Application Form & Interview
EQUALITY	Commitment to UAK policy	None	Interview
ATTITUDE	Able to communicate politely and pleasantly to all ages and communities. Work to policies and procedures. Work as part of a team	Demonstrate an understanding of local communities and barriers to accessing local facilities	Application Form & Interview
PRACTICAL & INTELLECTUAL SKILLS	Able to follow written and verbal instruction and work under own initiative. Able to deal with difficult customers appropriately and set up equipment.	Well organised and able to develop and manage administrative systems that will underpin good practice	Interview
CIRCUMSTANCES	Able to attend training. Available to work unsociable hours including evenings and weekends. Agree to undertake CRB. Demonstrates reliability, motivation and commitment. Flexible and willingness to adapt to change. Demonstrate commitment to equality and respect for diversity	None	Interview
PHYSICAL/SENSORY	Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995. Must be able to endure a short time span of intense physical effort when moving/lifting heavy equipment and longer periods of time when using computers and preparing resources	None	Application Form & Interview

Community Facilities Assistant can expect:

- Informal training and support to carry out this role
- Opportunity to build communication skills
- Experience for CV
- Competitive Salary
- Rewarding challenge

References:

References will only be asked for following interviews.