

**JOB DESCRIPTION**

<b>Post Title:</b> Activities Assistant		<b>Director/Service/Sector:</b> Active Northumberland		<b>Office Use</b>
<b>Band:</b> 2		<b>Workplace:</b>		JE ref: ANJD009
<b>Responsible to:</b> Senior Activities Assistant / Duty Manager		<b>Date:</b> September 2018		
<b>Job Purpose:</b> Responsible for the successful running of new activities at Concordia Leisure Centre including soft play and clip n climb. To deliver an excellent customer-focused session delivered safe and within time frames.				
<b>Resources</b>	Staff	None		
	Finance	Check customers tickets to ensure they have paid for each session they intend to attend.		
	Physical	Responsibility for the effective day to day cleaning of all designated areas and to check equipment before and after sessions.		
	Clients	Centre staff, Customers, Schools, Suppliers, Contractors, NCC Employees/Dept.'s, Clubs, Emergency Services.		
<b>Duties and key result areas:</b>  <div><div>1. Setting up of all activity areas safely and promptly as directed by the Duty Manager,. Ensuring all equipment is fit for purpose.</div><div>2. Day to day cleaning of all the designated areas. Adhering to cleaning schedule and COSHH regulations.</div><div>3. Follow the company's operational systems, processes and policies.</div><div>4. Carry out regular checks to all equipment ensuring any defects are reported immediately to the Duty Manager.</div><div>5. Demonstrate good customer care and have an awareness of customer requirements and behaviour. Offer advice as requested to customers on all matters regarding the activities,</div><div>6. Whilst working on clip n climb ensure all participants are harnessed and clipped in correctly and that they are using the facility in a correct and safe manner.</div><div>7. Whilst working on clip n climb deliver customer inductions in a safe, effective and professional manner.</div><div>8. To assist in the provision of 'risk assessments' and to inform the centre management immediately of any accident or incident that requires attention, completing accident report forms as appropriate.</div><div>9. Under the direction of the Duty Manager implement the Centre's normal operating plan and emergency action plan.</div><div>10. Attend staff training when necessary.</div><div>11. Work as part of a team on a rota basis.</div><div>12. Monitor admittance to activities to ensure payment has been made at reception.</div></div>				
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				
<b>Work Arrangements</b>				
Transport requirements:		Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.		
Working patterns:		May include weekends and evenings. Mainly office based but some travel required.		
Working conditions:		Working indoors.		

**Active Northumberland  
PERSON SPECIFICATION**

<b>Post Title:</b> Activities Assistant	<b>Director/Service/Sector:</b> Active Northumberland	Ref: ANJD009
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
Interest in sport/leisure/play environment Must be willing to attend appropriate training Comply with all relevant policies and procedures - training will be provided Basic numeracy and literacy skills.	Studying for a relevant qualification First Aid and defibrillator trained	
<b>Experience</b>		
Recent experience in a sport/leisure/play environment Experience in a customer focused environment Experience in engaging effectively with others and building working relationships		
<b>Skills and competencies</b>		
Good organisational skills Able to work with minimal supervision Good customer care skills Health and safety awareness although training will be provided Able to perform manual and mechanical cleaning tasks Excellent time management and planning skills Remains calm and composed in difficult situations Dependable, reliable and flexible Able to apply own initiative	Familiar with 'Leisure Watch'	
<b>Physical, mental, emotional and environmental demands</b>		
Regular need to walk, bend or carry items Ability to work at height and in confined spaces Need to maintain general awareness and concentration Extensive contact with customers		
<b>Motivation</b>		
<b>Other</b>		
Satisfactory DBS check.		