

Job Description

Job Title:	Sports Centre Assistant (Part-Time)
Responsible to:	Sports Centre Manager
Hours of Work:	As required; School Term Time - Shifts will be available Mon – Fri pm and Weekends am & pm School Holiday Time - Mon to Sun am & pm.

Summary

The Sports Centre Assistant (SCA) works as part of a team of staff who support the Sports Centre Manager in the day to day running of the Heriot's Centre for Sport and Exercise (HCSE). Working as part of a shift rota, the SCA will help to deliver excellent customer service and ensure the safety and good conduct of those members of the public who hire the facilities available within this new Sports centre.

Key Responsibilities

Responsible to the Sports Centre Manager, the main duties of the SCA include, but are not limited to:

- Opening and closing of the centre.
- Welcome visitors to the centre - in accordance with the booking schedule.
- Monitor bookings and timings, ensuring that users adhere to their allotted times and intervene appropriately and as required to ensure timings are adhered to.
- Deal with enquiries from potential and existing users, both in person and by telephone and email, in a professional and efficient manner.
- Deal with any customer complaints in a polite and professional manner, taking appropriate initial action to try to resolve any issues and referring any serious or outstanding complaints to the Sports Centre Manager.
- Administrative tasks – e.g.: producing weekly booking sheets (using the Sport centre database), processing booking forms etc.
- Equipment set up and tidying away, ensuring that facilities are cleared and ready for the next user.
- Inspect the facilities before and after use by clients to ensure they are left in a clean and acceptable condition. Report any broken equipment or damages to the Sports Centre Manager.
- Undertake minor cleaning tasks as necessary (e.g.; cleaning of equipment/ mopping up spillages/ clearing leftover litter and rubbish from users)

- Security – undertake key holder responsibilities as required - ensuring opening and closing procedures are adhered to.
- In the absence of the Sports centre manager, liaise with colleagues from the wider Heriot’s community, as required, regarding immediate issues (e.g.: emergency maintenance).
- Ensure that the Centre’s Health and Safety Policy is adhered to at all times and report any breaches of the policy to the Centre Manager.
- Attend Staff Training when directed and maintain up to date qualifications as necessary.

Skills and Attributes Required

We are seeking reliable, motivated and enthusiastic people with a passion for providing excellent customer service. Whilst the position does not require a sports related qualification, a proven interest in Sport and Exercise would be desirable, alongside the following:

- Excellent communication skills – both oral and written
- Previous experience of working in a customer service environment – including dealing with customer complaints and administration tasks.
- A polite and professional demeanour, with the ability to be decisive and take responsibility for situations as required.
- Proven ability to work both individually and constructively as part of a team
- A basic working knowledge of Health and Safety practices preferably gained in a similar environment
- Computer literate – proficient user of Microsoft Office Suite
- A flexible approach to work, willingness to help and a “can do” attitude; being able to ‘step in’ to cover last minute bookings
- A valid First Aid qualification would be an advantage

Additional Information

- During School Term Time, the centre operates at the following times: Mon-Thurs, 17.30 – 22.00; Fridays 16.30 – 22.00 and Weekends from 08.30-22.00. Shifts will therefore be available during these times.
- During School holiday periods, the centre will operate from 07.00 – 22.00 Monday to Sunday. Additional work, over and above your normal contractual hours, may therefore be available during holiday periods, but is not guaranteed.
- SCAs are required to state their availability at the point of recruitment. If your availability changes then you are required to notify the Centre Manager in writing no less than one month in advance of the change. We will endeavour to accommodate any changes in availability but cannot guarantee this.

This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. As such, the successful candidate will be required to gain membership of the PVG Scheme.