

Job Title: Centre Assistant (Campus6)

Salary: BS10 Fixed

Reports to: Fitness Supervisor (Campus6)

JOB DESCRIPTION

Job Purpose

To provide staff cover within the Campus 6 Centre ensuring a high level of customer service is provided to staff, students and external clients.

Key Responsibilities

- To work flexibly on a rota basis over 7 days, including mornings, lunchtime and evenings as well as weekends with reasonable notice and wherever possible at short notice.
- Ensuring the Campus 6 facilities are kept at a high standard of cleanliness and appearance, this will include cleaning and tidying the Sports hall, fitness suite, strength and conditioning gym, storage areas, and checking the changing rooms are tidy.
- Setting up and dismantling equipment, including storing the equipment in designated locations within the sports hall/sports hall storage
- You will be required to liaise with organisers of the sports hall bookings to ensure they have a positive experience when using our sports hall. This may include helping to problem solve any issues the organisers of bookings encounter.
- Deliver consistent excellent customer service and provide a professional, efficient and cheerful presence at all times.
- Respond to enquiries and bookings for the fitness suite/sports hall, this may include, responding to emails, phoning customers and speaking to customers at the desk.
- Demonstrate continuous respect for the venue and resources through duties such as cleaning and maintenance of equipment, following health and safety guidelines
- To take reasonable care of your own health and safety, and of the safety of other people in accordance with college policies and procedures.

General Responsibilities

- To operate within budget constraints, and secure financial control and value for money in all activities.
- To contribute to a culture of continuous improvement.
- To demonstrate behaviours that are consistent with an open, inclusive and participative management style.
- To proactively ensure ongoing competence in the job role by participating in professional development activities
- To comply with all mandatory training requirements including cross-College and those specific to the job role
- To comply with all cross-College Policies and Procedures and take specific responsibility for the College's commitment to diversity, equality of opportunity and for maintaining a safe and healthy working environment.
- To carry out any other duties commensurate with position, qualifications and experience.
- To keep up to date with all relevant specialist information and developments – including legislation – and assess impacts, ensuring appropriate dissemination or implementation.
- To participate in relevant industrial opportunities as identified by the line manager.
- To work to the highest professional standards in accordance with the Staff Code of Conduct and to comply fully with the College's commitment to equality and diversity.
- All College employees are required to safeguard and promote the welfare of children and vulnerable adults.
- To adhere to the College's Data Protection Policy and Electronic Communications guidance including email and internet usage.
- To take reasonable care of your own health and safety, and of the safety of other people in accordance with College policies and procedures.
- To comply with the requirements of the Welsh Language Standards and contribute towards facilitating language choice within the College's service and curriculum provision.

The College is committed to the promotion of Education for Sustainable Development and Global Citizenship (ESDGC), the Welsh language, Equality and Diversity, Essential Skills, Health, Safety, Safeguarding, Wellbeing and the Environment.

Mae'r Coleg wedi ymrwymo i hyrwyddo Addysg ar gyfer Datblygiad Cynaliadwy a Dinasyddiaeth Fyd-eang (ADCDF), yr iaith Gymraeg, Cydraddoldeb ac Amrywiaeth, Sgiliau Hanfodol, Iechyd, Diogelwch, Diogelu, Lles a'r Amgylchedd.

PERSON SPECIFICATION

Selection Criteria	Essential	Desirable	Method of Assessment
Qualifications & Training	<ul style="list-style-type: none"> General education to minimum level 2 or above to include English, Maths GCSEs at grade C First Aid Qualification (If not held, undertake and achieve within an agreed timescale) 	<ul style="list-style-type: none"> Level 2 Fitness Instructor or Sport Coaching qualification Good IT/Computer skills 	<ul style="list-style-type: none"> Application Form
Knowledge & Experience	<ul style="list-style-type: none"> Experience in a customer service role or experience of dealing with customers High standard of personal health and fitness 	<ul style="list-style-type: none"> Experience of working in a sports centre/leisure facility 	<ul style="list-style-type: none"> Application Form/ Interview
Skills & Abilities	<ul style="list-style-type: none"> Excellent interpersonal and communication skills. Able to work accurately towards targets and deadlines. Excellent organisational skills Ability to work effectively with students, staff and external customers 	<ul style="list-style-type: none"> Ability to meet and greet in welsh for the purpose of providing customer service 	<ul style="list-style-type: none"> Interview
Personal Attributes	<ul style="list-style-type: none"> Approachable, flexible and professional manner Strong Team player Able to use initiative at all times. 		<ul style="list-style-type: none"> Interview
Special Requirements	<ul style="list-style-type: none"> Suitable to work with children and vulnerable adults Able to work flexible shift patterns which will include early mornings, late evenings and weekend work 		<ul style="list-style-type: none"> Application Form/ Interview