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**JOB DESCRIPTION**

**JOB TITLE: Leisure Assistant – Sir Ben Ainslie Sports Centre**

**REPORTING TO: Duty Manager**

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**ROLE OVERVIEW**

The Leisure Assistant plays a critical role in providing a first-class experience to community members, prospective members and visitors to the Sir Ben Ainslie Sports Centre.

This role is the first point of contact for customer enquiries and will assist the Duty Manager by providing effective and efficient administrative support. It is also a requirement that this role provide lifeguard trained assistance to the poolside team when responding to emergencies.

**KEY TASKS AND RESPONSIBILITIES**

* Supporting the Lifeguard team and Duty Manager (if needed) when responding to pool emergencies.
* Control admissions to the sports facilities, ensuring that customers/ Truro School pupils observe the procedures of the centre.
* Operate the Management Software System, ensuring the daily programmes of activities are followed.
* Undertake administrative and reception duties relating to programming, bookings and issuance of tickets and receipts for cash handling purposes.
* Administrative support to the Sports Centre Manager, Club Support Administrator and Duty Manager.
* Daily handling and reconciling of cash being processed through the sports facilities.
* Respond to telephone calls and emails for sports facility enquiries and bookings.
* Liaise with customers and regular hirers to ensure timely communication and passing of information.
* Assist with membership updates.
* Assist with the administration and financial processing of various swimming activities.
* Any other duties as requested by the Sports Centre Manager or Duty Manager.
* Must attend a minimum of one lifeguard training session every two months

**PERSON SPECIFICATION**

**Essential**

* RLSS Lifeguard Qualification
* Demonstrable and successful work experience in a busy administrative role
* Successful experience working in a team
* Evidence of excellent administrative skills / techniques
* Evidence of strong attention to detail and high standards
* Proven ability to plan and work under own initiative, while organising own time effectively
* Professional, calm, helpful and efficient manner especially when responding to emergency situations and customer queries
* Evidence of good verbal and written communication skills (including proficiency in spelling, punctuation, grammar etc)
* Proven ability to work to tight deadlines and changing priorities.
* Evidence of good interpersonal skills and ability to foster effective working relationships.
* Good working knowledge and experience of Microsoft Office software applications, particularly Excel spread-sheets, and Word
* Willingness and ability to be flexible and work outside of contracted hours on occasions
* Understanding of independent school philosophy and a sensitivity to the Methodist ethos of Truro School

**Desirable**

* Experience of using databases, although training can be arranged
* Proven experience in administration within a private sector business
* A good understanding of key elements in event management
* First Aid at Work certificates

**ADDITIONAL**

* This is an all year-round role, i.e., not term-time only.
* Truro School are committed to safeguarding and promoting the welfare of children and young people, and expect all staff and volunteers to share this commitment and behave accordingly. Although there is no direct responsibility for children, this role may involve contact with children or young people.

**Date reviewed:** October 2020

**Reviewed by:** TSEBusiness Development Manager