

ENABLE LEISURE AND CULTURE STAFF MUTUAL

Post: Sports Assistant

Post No:

Section:

Department: Sports Services

Grade: ENSc3

Person Specification

1. Experience of working within a sports facility or general service environment.
2. Experience of dealing with customers, handling complaints and difficult situations effectively in person and over the telephone.
3. Knowledge of Health & Safety issues relevant to a sports facility.
4. Experience of using an electronic booking system, Microsoft office and producing required reports.
5. Qualifications including first aid, sports qualification including coaching or best practice.
6. Able to follow instructions, work systematically, demonstrate effective organisational skills and keeping accurate records.
7. Able to work as part of a team and regularly work unsupervised, use own initiative and make decisions to the appropriate level.
8. Able to demonstrate an awareness of and a commitment to improving customer services
9. Able to demonstrate competent administrative skills and numeracy skills
10. Able to carry out operational duties such as setting up and repairs of sporting equipment.
11. Understanding of the multi-racial community in Wandsworth and the implications for service delivery.
12. Understanding of the Council's Equal Opportunities in Employment Policy in terms of service delivery.
13. Able to work out of normal office hours including evenings, weekends and bank holidays as part of a shift pattern.
14. A genuine enthusiasm for sport and ability to promote the benefits of physical activity and exercise to all.
15. Understanding of safeguarding and the implications for service delivery.