

Job Description

Job Title: Sports Assistant	Grade: ENsc3
Section: Enable Leisure & Culture	Department: Leisure & Sports
Responsible to: Sports Centre Manager	Date:

Job Purpose

- The post-holder will be responsible for contributing to the operational tasks involved in the day to day running of the facility.

Job Dimensions

- Ensures that the service is provided to the standards required by the organisation, Government Legislation and governing body rulings.
- Maintain the facility and its contents.
- Assist with delivering a varied programme of activities for the users.

Main Duties and Responsibilities

- Attend to all routine office administration including but not limited to answering queries from the general public both verbally and in writing, managing bookings, recording all accidents/incidents, issuing tickets and facility passes and recording daily attendance figures.
- Acts as receptionist by taking entrance fees, operating electronic booking and management system and checking and balancing tills at end of work period. Responsible for safe handling of cash and valuables
- Prepares the facility for matches and training purposes, marking out sports pitches as required with lines and equipment.
- Carries out pitch maintenance duties.
- Maintains and repairs the equipment as necessary.
- Issues and monitors use of equipment.
- Maintains all facility areas as necessary by clearing any litter or untidy articles.
- Maintains, keeps clean and tidies the facility including changing rooms, toilets and outside area etc. Carry out all cleaning duties as required.
- Assists in the running of the on site café, with preparation, stocking, serving and point of sale duties.
- Responsible for taking deliveries of goods and equipment
- Ensure that the premises are secure when locking up at night and being responsible for a set of keys.
- Liaises with relevant officers to ensure the general security, upkeep and maintenance of the facility.
- Liaises with clubs, associations and schools to promote and encourage use of the facility as and when required.
- Assist in managing a balanced programmed of activities.

- Performs any other duties as thought necessary to improve or develop the facility consistent with the experience and grade of the post holder and the needs of the service.
- Participate in the Staff Development and Appraisal Scheme and undertaking training to meet the requirements of the job.
- Responsible for administering first aid in the event of an accident and ensuring that safety requirements are met in all areas.
- Will assume, in the absence of management responsibility for the site.
- Will be required, as determined by the Manager, to assist in carrying out duties at other sites, as deemed necessary.

Generic Duties and Responsibilities

- To work a flexible shift system including evenings, weekends and bank holidays.
- To comply with all Enable Leisure and Culture Codes of practice, including the code of conduct, and policies and procedures concerning data protection and health and safety.
- To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients; to work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected and to report any instances of inappropriate behaviour or discrimination.
- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- To actively contribute to the Active Wandsworth strategy.
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Person Specification

Job Title: Sports Assistant (Barn Elms)	Grade: ENsc3
Section: Enable Leisure & Culture	Department: Enable Leisure & Sports Services
Responsible to: Sports Centre Manager	Date: 27/08/2019
A - Application form I – Interview T – Test C – Certificate (original evidence)	
Requirements	Assessed by A & I/T/C
Knowledge	
1. Knowledge of Health & Safety issues relevant to a sports facility.	A/I
2. Understanding of the multi-racial community in London and the implications for service delivery.	I
3. Understanding of the Enable Leisure & Culture's Equal Opportunities in Employment Policy in terms of service delivery.	I
4. Understanding of safeguarding and the implications for service delivery.	I
Experience	
5. Experience of working within a sports facility or general service environment.	A/I
6. Experience of dealing with customers, handling complaints and difficult situations effectively in person and over the telephone.	A/I
7. Experience of using an electronic booking system, Microsoft office and producing required reports.	A
Skills	
8. Able to follow instructions, work systematically, demonstrate effective organisational skills and keeping accurate records.	I
9. Able to work as part of a team and regularly work unsupervised, use own initiative and make decisions to the appropriate level.	I
10. Able to demonstrate an awareness of and a commitment to improving customer services	I
11. Able to demonstrate competent administrative skills and numeracy skills	A/I
12. Able to carry out operational duties such as general cleaning or setting up and repairs of sporting equipment.	A/I
Qualifications	
13. First Aid qualification	C
14. Any sports qualification including coaching or best practice (desirable not essential)	C
Special Requirements	
15. Able to work out of normal office hours including evenings, weekends and bank holidays as part of a shift pattern.	A
16. A genuine enthusiasm for sport and ability to promote the benefits of physical activity and exercise to all.	I