



JOB DESCRIPTION

One Council, One Borough.

Achievement	Empowering and enabling our staff	Working Together
Performing well and getting things done	People First	Shared Goals

Job Title: Leisure Centre Assistant	Grade: 4
Directorate: Commercial Delivery	Service: Leisure
	Date of Issue: March 2025
Responsible to: Health and Fitness Manager or Business Development Officer	

Main Purpose of Job

- To promote and increase membership sales (fitness and swimming lessons) at Jubilee Jubilee2 and communicate directly concerning enquiries, complaints and cancellations to improve customer retention.
- To drive customers to access services digitally through the website, App, or by using booking kiosks.
- To act as the first point of contact for customer access at Jubilee2, and fulfil routine and complex requests, respond to enquiries, perform routine and complex transactions and offer excellent customer service.

Main Duties & Responsibilities

- To offer excellent customer service and deal with customer enquiries through either face to face, over the phone and e-mail in a professional manner.
- To Manage all customer enquiries and leads and contribute to the generation of sales leads, ensuring lead generation tools are used to capture potential customers

details for follow up calls and maximise the opportunity for the cross selling of services and activities.

- To contact lapsed customers prior to the notice period and encourage them to stay as a customer of Jubilee2, using agreed incentives to do so.
- Operation of the Gladstone Management System as appropriate, general clerical and financial duties and undertake call-backs as required.
- Process and authorise financial transactions, issuing receipts for leisure activities and services, accepting cash and card payments where appropriate.
- Participate in performance development reviews; personal and workforce development; and undertake Key Performance Areas agreed between the employee and the line manager and report performance levels to the line manager.
- Carry out all duties related to delivery of Jubilee2' services using relevant ICT systems effectively to an increased uptake of membership sales and swimming lessons.
- To Maintain strict confidentiality at all times and adhere to Data Protection legislation and service guidelines on the use of data.
- Control of entry to Jubilee2 and emergency evacuation responsibilities.
- To work shifts to meet the needs of the service that will include evenings, weekends, and bank holidays.

Service Responsibilities

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety Policy and Procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To be familiar with the obligations and requirements of the Council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
7. To contribute to any internal and external audit programmes and be responsible for the implementation of agreed audit recommendations.
8. To be aware of and adhere to the Council's safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

Classification: NULBC **UNCLASSIFIED**

Occasional Tasks/Duties/Responsibilities

1. Requirement to take a role in relation to civil contingencies as needed

This job description is not exhaustive and provides an indication of the scope and length of the main duties and responsibilities to be undertaken by the post holder and may be subject to amendment or alteration. The job description may be changed from time to time to meet changing circumstances and does not form part of your Contract of Employment.

Classification: NULBC **UNCLASSIFIED**

PERSON SPECIFICATION

Job Title:	Leisure Centre Assistant	Grade:	4
Directorate:	Commercial Delivery	Service:	Leisure Services
Post No:		Date of Issue:	March 2025
Responsible to:	Health and Fitness Manager and or Business Development Officer_		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATION	A minimum of three GCSE;s including maths and English at Grade C and above	E		A/I
EXPERIENCE	Experience working within a high quality service business			A/I
	Experience of delivering excellent customer service	E		A/I
	Experience in sales techniques and systems	E	D	A/I
	Experience working as a receptionist or in customer facing role	E		A/I
SKILLS & COMPETENCIES	Excellent organisational skills to manage varied workload.	E		A/I
	Good interpersonal skills with the ability to communicate with a broad range of people.	E		A/I
	The ability to motivate self to deliver targets and KPI's	E		A/I
	Use of computerised booking system and point of sale system	E		A/I
	Experience of working within a dynamic, sales and quality lead, customer facing organisation	E		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
OTHER	As dynamic leisure, this is an opportunity for a dynamic front line team member to drive sales.		D	

Key:

- A = Application
- I = Interview and /or Test
- D = Documentation