

CONTRACTUAL DETAILS

JOB TITLE	Leisure Assistant
REPORTS TO	Programme Manager & Centre Manager
SALARY	National Minimum or Living Wage
HOURS	Tuesday evenings, 6:45pm through to 15 mins after last game (finish times between 9pm and 11pm)
TENURE	Casual
PROBATIONERY PERIOD	NA
ANNUAL LEAVE	5.6 weeks including public holidays
DBS REQUIRED	Yes prior to appointment, organised by the company
REFERENCES REQUIRED	Yes, one minimum
PENSION	Position not eligible
SMOKING POLICY	No smoking anywhere on site
PLACE OF WORK	Bury Sport for All Centre Park Lane, Whitefield Manchester M45 7PH
DEADLINE FOR APPLICATIONS	Interviews conducted on an ongoing basis
EXPECTED START DATE	ASAP

HOW TO APPLY

Complete an online application form available from the QR code to the right or the link below:

<https://www.sportforallcentres.co.uk/buryjobapp-2/>

If you are shortlisted, you will be invited to attend an interview, which depending on COVID measures maybe on video call.



WHO TO CONTACT IF YOU NEED FURTHER INFORMATION

Gemma Hodcroft
Tel: 07515 120 834 (Bury Centre Manager)
Email: gemma@sportforallcentres.co.uk



Position Description

LEISURE ASSISTANT

JOB PURPOSE

Administrational assistance to the Programme Manager during the Sport for All Centre programme(s), and deal with customer enquiries at the reception desk and on the telephone.

TASK PERFORMANCE OBJECTIVES

- Dealing with customer enquiries at the front reception desk.
- The collection of monies for teams and hirers and making accurate records of these receipts.
- The payment of referees and / or umpires and making accurate records of these payments.
- The preparation of scoresheets and reconciliation sheets for the following weeks' programmes.
- The booking of referees and / or umpires for the following week's programme.
- The referral of complaints to the Programme Manager.
- Answering the telephone, dealing with enquiries and taking messages.
- Maintaining a tidy office and assisting the Programme Manager to keep the Sport for All Centre tidy and rubbish free.
- Monitoring the use, distribution and return of Sport for All Centre equipment including, but not limited to, bibs, balls, scoreboxes, stationery and other training equipment.
- Addressing issues of ongoing health and safety and reporting issues of concern to the Centre Manager.
- Any other duties incidental to the development and operation of the programme.

Any other duties of a similar nature as directed by the Centre Manager or Programme Manager.



Position Description LEISURE ASSISTANT

BEHAVIOURAL OBJECTIVES

- Good punctuality & attendance.
- Friendly & supportive attitude.
- Follow the dress code for staff uniform when on shift at the Centre.
- Commitment to maintaining high standards of presentation for the Centre and the leagues.
- A team player with a cooperative approach to working with colleagues.
- Determination to provide excellent customer service with a focus on ensuring the customer experience provides fun, fitness and friendships.
- Active problem solver to quickly react to issues and find the best possible outcome for customers.
- Actively interested in the leagues and the teams.
- Commitment to fairness and equality – ensuring everyone is treated fairly and with respect.
- Strong interaction with customers to build familiarity – being approachable and knowledgeable about customers will help meet their needs better.
- Able to regularly complete assigned tasks on shift each week.
- Professional communication at all times – swearing is not permitted.
- Speak up if you have an issue or need support – let your manager know as soon as possible.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	
1	Self-motivated and able to work independently.
2	Positive and dynamic personality.
3	Excellent time keeping and reliability
4	Proven organisation and time management skills.
5	Excellent customer service – able to effectively deal with all customer enquiries in a proactive way
6	Excellent communication skills, both verbal and written. Able to coordinate well with a wide range of people – customers, colleagues and other stakeholders.
7	Competency in IT including Word, Excel, social media, internet and emails.
8	Successful outcome from Disclosure & Barring Service (DBS) checks and references.
9	Able to work Sundays either mornings or afternoons through to evenings.
10	Aged 18 or over due to night working
DESIRABLE CRITERIA	
11	England Netball level 1 qualified coach or higher (or UKCC equivalent) or prior coaching experience (eg in a club setting)
12	England Netball Into Netball qualified umpire or higher, or prior umpiring experience.
13	Related qualification (including safeguarding, first aid, UK coaching, health & safety)
14	Prior customer service experience.
15	Prior involvement in Sport for All Centre programmes.
16	Prior cash handling experience.



Position Description LEISURE ASSISTANT

ABOUT SPORT FOR ALL CENTRES

WHAT ARE WE TRYING TO ACHIEVE	To build sports leagues across our 4 purpose-built venues, facilitating 1,500 teams and 15,000 players playing weekly.
SPORTS WE OPERATE	Basketball & Netball
WHO DO WE TARGET	Children as young as 6 years old through to adults of all ages and all playing abilities.
ABOUT OUR VENUES	4 purpose build venues of 2 or 3 full sized basketball/netball courts, totalling 11 courts across our facilities network. Venues are located in Bury, Oldham, Stockport & Warrington.
HOW TO WE OPERATE	We are a commercial organisation, with volunteer support and development. This ensures the financial sustainability of the model we have established.
WHAT IS OUR MISSION STATEMENT	To Delivery mass participation sports programmes through an ethos of 'Sport for All'
HISTORY	Established with the first centre in Stockport in 1994. An Australian owned company replicating an Australian model of facility and sports development. We have expanded to run four sites and overflow our leagues into 4 other surrounding venues.
NUMBER OF STAFF	55 currently, around 10 to 15 per centre
WHERE ARE WE HEADING	A goal to fill existing venues and expand to new locations over the next 3 years.

OUR VALUES

PEOPLE	Our people are our biggest asset. Our staff and officials must be respected, supported, trained, have their achievements recognised, and be treated fairly and consistently. We are reliant on members of our team putting forward suggestions for improving our business.
INCLUSIVENESS	We provide opportunities that provide sports programmes to the widest demographics possible, ensuring that strategy for growth reflects this. Participants of all abilities and backgrounds are to have equal opportunities to be involved in our programmes.
COMMUNICATION	We ensure that effective communication with customers and stakeholders is achieved consistently, making no assumptions, going the extra mile to ensure we both listen and provide information in a timely and effective manner.
ENFORCEMENT & FAIRNESS	Our application of procedures and rules in a fair and consistent.
PARTNERSHIPS	Our success is built on partnerships with schools, clubs and sports development agencies. We aim to build mutually beneficial relationships looking to achieve mutually beneficial objectives.