**Darwin Leisure Centre**

**Job Title:** Leisure Centre Assistant

**Post Holder:**

**Responsible To:** Leisure Centre Manager

**Responsible For:** To assist the Duty Manager in the day to day function of the Leisure Centre

**Hours:** The post holder will be expected to work as and when required within the operating hours of the Leisure Centre currently:

15.00 – 22.00 Monday – Friday

08.30 – 16.30 Saturday

09.00 – 16.30 Sunday

**Main Duties and Responsibilities**

* To open and close the Leisure Centre in accordance with agreed working protocols.
* To ensure that contacts with staff, customers and the general public are conducted in a professional, efficient and courteous manner.
* To ensure confidentiality is observed at all times with regard to the work of the Leisure Centre
* To ensure that the Charles Darwin School Safeguarding Policy and procedures are followed.
* To maintain a high level of cleanliness within the Leisure Centre.
* To familiarise and adhere to the working protocols of the Leisure Centre as outlined within the Procedures Manual.
* To refer any issues raised by customers to line management where appropriate.

**Specific Duties and Responsibilities**

1. To open and secure the Centre at the start and end of public sessions in accordance with established protocols.

2. Setting up and down of equipment as required for the shift.

*3.* To administer Reception services and booking procedures under the direction of the Duty Manager handling cash and cheques in accordance with procedures and the maintenance of appropriate records,

4. To meet and deal with hirers and customers on site working to booking procedures and systems as outlined in the Procedures Manual.

5. To maintain a good public image working to agreed customer care procedures and policies as outlined in the Procedures Manual.

6. Refilling, cashing up and stock-take of the vending machines.

7. To undertake cleaning duties to an agreed schedule as outlined in the Procedures Manual.

8. To ensure effective communication between shifts by the daily use of the desk diary.

**General**

9. To attend relevant training.

10. To render First Aid as required. The post holder will be expected to train as a Qualified First Aider.

11. Such other duties as may be required commensurate with the level of the post.

**Accountability and Discretion**

To take and be accountable for all decisions made within the parameters of the job description.

###  Signed: ………………………………………………….. Date: …………………..

January 2022