

JOB DESCRIPTION

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|-----------------------|-------------------------------------|-------------------|--|
| JOB TITLE: | General Assistant | | |
| JOB TITLE No. | | POST No. | |
| GRADE: | | SCP RANGE: | |
| POST LOCATION: | Lee Valley Hockey and Tennis Centre | | |

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|-------------------------|-----|-------------------|----------|
| DBS REQUIREMENT: | yes | DBS LEVEL: | standard |
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| ACCOMMODATION: | n/a |
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| DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS: | n/a |
| CAR ALLOWANCE: | n/a |
| BUDGET LEVEL: | n/a |

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| REPORTING TO: | Duty Managers | POST No. | |
| RESPONSIBLE FOR: | n/a | POST No. | |

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| POLITICALLY RESTRICTED POSTS: | n/a |
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PURPOSE OF ROLE

If you're friendly, approachable and bursting with creative ideas then you'll fit right in with the team at Lee Valley Hockey and Tennis Centre. Assisting the team, your positive and professional approach will inspire the team to deliver exceptional sales and service.

This varied role means you'll need to be able to manage both people and resources. Tackling challenges calmly alongside delivering our customer promise of satisfying our customers at every opportunity you and the team get are a must.

KEY RESPONSIBILITIES AND DUTIES

GENERAL

- To assist the with the day-to-day operations of the Centre's facilities in order to provide a clean, safe and enjoyable experience to all customers and to guarantee continuous high quality of service.
- Assisting the Centre's Mgt Team with maintaining all information systems, procedures, policies and records appropriate to the management of the Centre

- Adhering to all Normal and Emergency Operation Procedures and the Quality Management System.
- Ensuring that Centre's buildings and grounds are clean and tidy at all times.
- Using and maintaining all equipment in a safe and clean manner, good working order and reporting any found issues with equipment.
- Undertake shifts within reception, welcoming customers, taking bookings and payments, in person or by phone, via the Centre's Computer Management System (i.e Clarity)
- Working pattern: Monday to Sunday shift rota

The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

The Authority has a policy of working with volunteers to enhance the service we provide, part of your duties may at times involved working with or supervising volunteers as part of your normal working duties. Full training is available on working with volunteers from the HR team and through e-learning modules.

PERSON SPECIFICATION

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|----------------------|-------------------|-----------------|--|
| JOB TITLE: | General Assistant | | |
| JOB TITLE No. | | POST No. | |

| KNOWLEDGE AND SKILLS | |
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| ESSENTIAL | DESIRABLE |
| Qualification | Qualification |
| <ul style="list-style-type: none"> English GCSE qualification level C or equivalent in experience and/or qualification in order to follow procedures and keep accurate stocks. Maths GCSE qualification level C or equivalent in experience and/or qualification in order to carry out cash handling duties. | <ul style="list-style-type: none"> |
| Experience | Experience |
| <ul style="list-style-type: none"> Experience in handling cash. Experience of working with organisational procedures and guidelines, including Health & Safety, employee handbook and policies. | <ul style="list-style-type: none"> |
| Problem Solving / Decision Making + Mental Skills | Problem Solving / Decision Making + Mental Skills |
| <ul style="list-style-type: none"> Commitment and dedication, with excellent attention to detail Ability to identify, analyse and solve varied problems Ability to work independently, using your own initiative, as well as working in a team Ability to remain calm and effective under pressure | <ul style="list-style-type: none"> |
| Communication | Communication |
| <ul style="list-style-type: none"> A friendly and professional manner when communicating with others Excellent interpersonal skills and the ability to provide exceptional customer service Excellent communication skills both | <ul style="list-style-type: none"> |

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|---|---|
| <ul style="list-style-type: none"> • verbal and written | |
| EFFORT AND DEMANDS | |
| ESSENTIAL | DESIRABLE |
| Mental demands | Mental demands |
| <ul style="list-style-type: none"> • Working under pressure | <ul style="list-style-type: none"> • |
| Physical demands | Physical demands |
| <ul style="list-style-type: none"> • Moving goals • Working outdoors • Cleaning indoors/outdoors • Lifting and carrying | <ul style="list-style-type: none"> • |