
# **Willowbrook Leisure Centre**

## JOB DESCRIPTION

### **JOB TITLE:** Leisure Assistant

**ACCOUNTABLE TO:** Property & Facilities Manager

**OBJECTIVE:** To support the running of Willowbrook Leisure Centre and other Town Council Properties

**JOB SUMMARY:** To carry out the day-to-day duties relating to the Willowbrook Leisure Centre.

### **MAIN DUTIES AND RESPONSIBILITIES:**

1. To support the Property & Facilities Manager in the everyday running of the Willowbrook Leisure Centre, and Didcot Town Council properties.
2. To assist with the operating and up-dating of the booking system including responding to emails and telephone calls.
3. To always comply with the Council’s Health and Safety policy and procedures.
4. To offer advice to potential hirers and to ensure booking forms are correctly completed. To take payments, deposits, and deal with other requests where appropriate.
5. To prepare rooms for hirers, including setting up sports equipment. To supervise large functions/hall lettings.
6. Carry out cleaning duties as necessary to ensure all areas are kept clean and tidy including sports halls, social spaces, toilets and changing spaces.
7. Ensuring the safe provision of operation with a high level of customer care.
8. To report any maintenance issues to the Team Leader.
9. To assist with the safety and security of the Willowbrook Leisure centre, and other properties to ensure the building is always safe for users and staff.
10. Carry out Compliance checks, including regular fire safety and water hygiene checks.
11. To assist with general administration tasks as directed by the Property & Facilities Manager including filing; photocopying; typing letters, reports and other forms of record-keeping.
12. To attend training courses as required.
13. Any other duties commensurate with the post that may be required by the Team Leader on shift.
14. Shifts will include evenings and weekends and bank holidays on a rota with other members of staff.
15. You may be required to work on other sites run by or on behalf of the Town Council including events.

This job description is not intended to be a full description of duties and staff will be expected to undertake other duties appropriate to the post that may be requested from time to time by their line manager.

**PAY AND BENEFITS:**

This job is on the Scale Point 3 (£20,812 or £10.82 per hour) and includes holiday accrual based on the number of hours worked. (Pending National Review)

If you meet the qualifying criteria, you will be entitled to enrol in the LGP pension scheme.

**WORKING RELATIONSHIP:** The role requiresexcellentworking relationships to be maintained with other members of staff, elected Members, other Councils, local organisations, groups and community members.

June 2023



**Person Specification**
**Leisure Assistant**

**Essential**

* Literate and numerate
* Customer Service Experience
* Positive attitude
* Willingness to learn and grow
* Ability to use own initiative

**Desirable**

* A working knowledge of local government, including current major issues
* Commitment to making a positive impact to the town

**Skills**

* Computer literacy including skills in Microsoft Word and Excel, as well as booking software experience.
* Effective communication, both verbally and in writing
* Planning, prioritising, scheduling workloads and delivering to pre-determined timescales
* A methodical, accurate approach
* Flexible approach to work and available for a 7day a week shift pattern
* Ability to work under own initiative without supervision, as part of a team and as a team leader
* Enthusiastic, flexible and willing to participate and be involved in all matters relating to the Council’s work
* Ability to adapt to change
* Self-confident
* Self-motivated
* A smart appearance and a positive, calm, patient, pleasant, tactful and discreet nature
* Ability to understand and implement procedures and orders