

## JOB DESCRIPTION

<b>Post Title:</b>	Leisure Operations Assistant	<b>Service / Section:</b>	Economy & Culture / Leisure
<b>Location:</b>	Colwyn Leisure Centre	<b>Responsible to:</b>	Neil Williams
<b>Grade:</b>	National Living Wage		

### Job Purpose:

Ffit Conwy is dedicated to providing customers with an excellent leisure experience at Eirias. Our commitment begins with a warm welcome at reception and extends to maintaining high standard of cleanliness throughout our facilities. Additionally, our leisure assistant team ensures that fitness and sports equipment is properly set up and taken down, allowing for a seamless and enjoyable visit.

### Duties and Responsibilities - Job Specific

1.	To patrol the leisure centre and ensure order is kept and to assist visitors.
2.	Ensure a high standard of cleanliness is maintained throughout the building during operational hours.
3.	Assist in setting up and down of all activities and meetings, which will involve moving, dismantling equipment, and manual handling.
4.	To report to duty officer any defects to the building, fabric and equipment.
5.	To undertake all receptionist duties such as receiving bookings, answering customer queries and handling cash through the use of a computerised cash register.
6.	Have a thorough knowledge of the day to day programme and events calendar.
7.	Wear the branded Ffit Conwy uniform provided at all times and maintain a neat and tidy appearance whilst on duty.

### Duties and Responsibilities – All Employees

1.	Build good relationships inside and outside the organisation and provide excellent customer service.
2.	Follow the Authority's Policies and Procedures.
3.	Support the Authority's commitment to Diversity, Equity and Inclusion, ensuring a respectful and supportive work environment.
4.	Undertake other reasonable tasks or duties as requested by your Line Manager.

## PERSON SPECIFICATION

**Please Note:** In order to be shortlisted for this post you **must** demonstrate that you meet **all** the criteria ranked as E - Essential unless it states in the "How Identified" column that it will only be tested at Interview, via a Test or Presentation. Please ensure you tell us in your application how you also meet any Desirable criteria.

Requirements	How Identified	Essential	Desirable
<b>Qualifications and Experience</b>			
Good general standard of literacy and numeracy.	Application Form	E	
No formal qualifications required, however, a keen interest in your placement choice/s is important.	Application Form Interview	E	
<b>Knowledge and Skills</b>			
Able to follow instructions and ask for help when needed.	Application Form Interview	E	
Good communication and listening skills.	Application Form Interview	E	
Understanding of the importance of confidentiality.	Application Form Interview		D
Ability to work with team members and interact with the public in a friendly and courteous manner.	Application Form Interview	E	
Ability to confidently use IT e.g. Outlook, Microsoft Excel, Word.	Application Form Interview	E	
The ability to communicate in English is essential.	Application form Interview	E	
The ability to communicate in Welsh at level 1 for speaking / writing / reading is essential / desirable. <a href="#">Please click here for level guidance.</a>	Application form Interview Test at interview	E	
<b>Personal Qualities</b>			
Positive attitude and open to feedback.	Application Form Interview	E	
Punctual and reliable.	Application Form Interview	E	
Willingness to learn and try new tasks.	Application Form Interview	E	

Other Requirements			
Willing to complete any necessary training.	Application Form Interview	E	
Flexible and able to work in line with the teams work needs.	Application Form Interview	E	
<b>For Trainee Boat Operative position</b> Able to swim unaided and be physically fit enough to pass a ML5 medical and work afloat outdoors. <i>(An ML5 is a domestic medical certificate that seafarers or fishermen need to get to certify they are medically fit to work safely at sea)</i>	Application Form Interview	E	

**Review Date/Right to Vary**

This Job Description and Person Specification is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your placement.

**Version Control Date:** .....