

AYRSHIRE360**Job Outline**

Post: Development Co-ordinator (Fitness – Group X)

Theme: Commercial

Section: Lifestyles

Grade: G06

Job Summary:

Contributing to and delivering excellent customer service across Ayrshire360, the Co-ordinator will ensure the delivery of the highest quality services, supporting change, challenging the status quo and contributing to the design and delivery of innovative, modern and sustainable services. Working within a performance management and continuous improvement framework the postholder will strive to exceed the expectations of the Ayrshire360 Strategy and Delivery Plan and in doing so promote and recognise the importance of people in delivering our vision and values;

- **B**eing honest and demonstrating integrity at all times
- **E**ngaging and inclusive with our people, partners and stakeholders
- **S**triving for continuous improvement by being ambitious and aspirational in all that we do
- **T**aking responsibility and being accountable for our organisation and our service delivery

A. SECTION STRUCTURE CHART

B. KEY AREAS OF PERFORMANCE

1. Actively promote, and communicate, the vision, mission and values of Ayrshire360, encouraging positive engagement.
2. Support the Development Officer in implementing change arising from current and future service delivery ensuring a proactive approach in the development of new working arrangements with partners and employees across Ayrshire360.
3. Act as an ambassador for Ayrshire360, working collaboratively across all key partners and stakeholders developing and maintaining close working relationships and at all times demonstrating integrity, honesty and respect.
4. Demonstrate high quality customer and visitor engagement and provide customers with clear and accurate information on venues and services in order to best serve the needs of our communities.
5. Ensure the implementation of relevant Ayrshire360 policies.
6. Co-ordinate the day to day operational set up, delivery and completion of programmes, activities, events, workshops and services whilst ensuring that all areas are compliant with all relevant Protocols.
7. Work collaboratively with all service areas, and with all partners, stakeholders and communities to engender a more cohesive and corporate approach to joint working.
8. Maintain an up to date knowledge of current developments and trends ensuring that the service aspires to be at the cutting edge.
9. Follow all maintenance protocols ensuring of all equipment is fit for purpose to support programmes, activities, events, workshops and services
10. Undertake, as appropriate property and safety checks and assist with security procedures to ensure the security, safety and cleanliness of buildings for visitors and staff.
11. Develop, co-ordinate and deliver a wide range of high quality, planned programmes, activities, events, workshops and services in order to meet the priorities outlined in the delivery plans.
12. Support a culture of collaborative leadership across all activities promoting a positive outward facing culture of high performing, customer focused service delivery.

13. Work within a best value context, assist in the development and implementation of areas for improvement across all planned programmes, activities, events, workshops and services ensuring that the vision, mission and delivery planning expectations are exceeded.
14. Undertake a wide range of administrative duties in support of planned programmes, activities, events, workshops and services.
15. Support the Development Officer in the delivery of statutory duties as appropriate
16. Work with internal and external partners to achieve and maintain relevant accreditations.
17. Exemplify, at all times, the culture of the organisation, by demonstrating our B.E.S.T. values.
18. Implement a positive ethos through the effective development and involvement of our people, and ensure that they are appropriately empowered, trained, valued and supported.
19. Co-ordinate the management of our people in accordance with Ayrshire360's policies, setting and achieving clear aims and objectives to ensure that Service Delivery Plans meet pre-determined performance targets and outputs.
20. Support the implementation and effective reporting of qualitative and quantitative performance indicators including national statutory requirements.
21. Support the preparation of applications for external funding and provide advice and guidance to colleagues and partners on the identification and development of income streams to support programme and service development.
22. Work collaboratively across the organisation, identifying creative business opportunities in order to enhance service delivery and maximise income opportunities.
23. Plan and procure supplies and services in order to support the implementation of Service Delivery Plans.
24. Drive forward Ayrshire360's commitment to environmental best practice and use resources as efficiently and effectively as possible in the operation of our business.
25. Explore new opportunities to promote sustainability through the implementation of delivery plans.

C. ACCOUNTABILITIES

26. Promote the health and safety of employees at work and of service users undertaking and implementing appropriate risk assessments and ensuring compliance with the Trust's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
27. Ensure all activities for which the post holder is responsible are delivered in accordance with Ayrshire360's Equality and Diversity Policies and the statutory, general and specific Equality Duties.
28. Ensure that the Ayrshire360's Customer Service and Customer Charter is followed in all dealings with the people we serve.
29. Adhere to the Trust's policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
30. Implement and participate in the Ayrshire360 Review and Development process annually with all team members in accordance with Ayrshire 360's procedures.
31. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Trust's policies and procedures.
32. Exercise initiative and discretion within the overall strategic framework of East Ayrshire to support the implementation of delivery planning priorities.
33. Represent Ayrshire360 at appropriate external events and meetings in accordance with the remit and status of the post.
34. Attend and report to appropriate team meetings and working groups as defined by the Strategic Lead.
35. Contribute to the effective implementation of administrative, management information and financial systems including the processing of card, direct debit mandates and telephone transactions in line with Ayrshire360 Financial Regulations.
36. Ensure that management information and administrative systems across Leisure services meet the statutory requirements for performance standards set out by national governing bodies and the Data Protection Act.

This outline is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the grade.

Designation: Development Co-ordinator: Group X	Post No:
Service: Commercial	Section: Lifestyles

Attributes:	Essential Criteria	Desirable
Qualifications	- SVQ Level 3 / HNC in a relevant qualification or equivalent demonstrable experience. - CIMSPA Endorsed Level 2 fitness qualification	
Knowledge & Skills	- Knowledge of relevant services. - Knowledge of Health and Safety relevant to the work environment. - Ability to complete tasks within a context of competing demands. - Ability to build good working relationships at all levels. - Good planning and organisational skills. - Effective interpersonal and communication skills to motivate individuals. - Hold a full current Driving Licence	- Working knowledge of the services provided by Ayrshire360. - Ability to demonstrate continuous personal development
Experience	- Worked within a leisure environment - Experience of delivering programmes, events and workshops sessions to a range of age groups including young persons. - Experience of carrying out a range of maintenance and property checks - Experienced in cash handling, reconciling revenues and electric point of sales. - Experience in the use of Microsoft Office packages. - Experience of dealing with the public in a customer focused environment.	

VALUES:	VALUE STATEMENTS
Honesty & Integrity	Being honest and demonstrating integrity at all times
Engaging & Inclusive	Engaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	Striving for continuous improvement by being ambitious and inspirational in all that we do
Responsible & Accountable	Taking responsibility and being accountable for our organisation and our service delivery