AYRSHIRE360

Job Outline

Post: Customer Experience Assistant (Sport & Leisure Facilities)

Pillar: Community

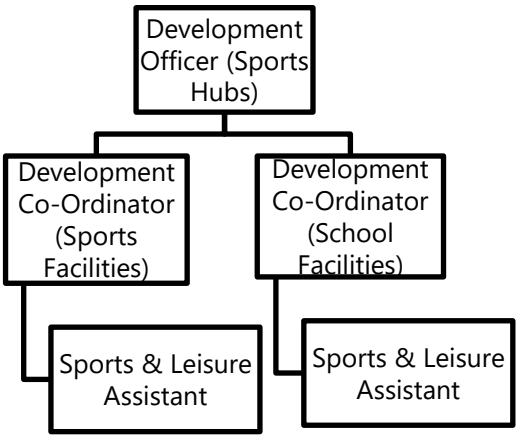
Section: Sporting Pathways

Grade: GC

Job Summary: Contributing to and delivering excellent customer service across Ayrshire360, the Sport & Leisure Assistant will ensure the day-to-day operations of our leisure facilities by being front facing staff members with duties that include welcoming, supporting and assisting visitors for the duration of their booking, ensuring facilities are set up and ready for planned bookings. They will also prepare and deliver a wide range of planned programmes, activities and events 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 Ayrshire360's Strategic Vision 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. Provide a warm welcome and 5-star visitor experience to all visitors in accordance with the Ayrshire360's Customer Service Standards and Equality, Diversity & Inclusion Statement, whilst communicating an excellent knowledge of our sports facilities, events and programmes.
2. Ensure the implementation of relevant Ayrshire360 policies, including the sports centre's Normal Operating Procedures and Emergency Action Plans.
3. Facilitate the preparation and delivery of a wide range of planned programmes, activities and events across Ayrshire360 to meet the priorities outlined in the delivery plan.
4. Support, when required the delivery of high quality activities and programmes, that provide an outstanding experience for customers.
5. Assist with the day-to-day operational set-up, delivery and conclusion of activities and events to ensure that all areas are compliant with Health and Safety regulations.
6. Provide facility updates, upon request from the Club Development Manager, Development Officer or Development Coordinator.
7. Enhance the overall customer experience by delivering outstanding customer service and providing clear and accurate information regarding sports venues across Ayrshire360.
8. Work collaboratively with all service areas and teams, particularly to engender a more cohesive and corporate approach to cross boundary working.
9. Actively support a culture of collaborative leadership across all activities promoting a positive, outward facing culture of high performing, customer-focused service delivery.
10. Work within a best value context, assist in the development and implementation of areas for improvement across all activities and services ensuring that the vision, mission and delivery planning expectations are exceeded.
11. Undertake a wide range of administrative duties in support of activities, programmes and events.
12. Respond timeously to requests and provide internal and external customers with clear and accurate information on venues and services in order to best serve the needs of our communities.
13. At all times exemplify the culture and values of the organisation, demonstrating interpersonal values of trust, honesty, openness and sharing that vision with staff and customers.
14. Undertake, as appropriate, property and safety checks and assist with security procedures to ensure the security, safety, tidiness and cleanliness of buildings for visitors and staff.
15. Implement a positive ethos through the effective interaction with customers and team members.
16. Support the implementation of a high quality performance culture ensuring a focus upon community development specific performance indicators.
17. Work collaboratively with team members, delivering and promoting events and programmes offered across Ayrshire360 in order to maximise audience and generate revenues.
18. Drive forward Ayrshire360's commitment to environmental best practice and use resources as efficiently and effectively as possible in the operation of our business, exploring new opportunities to promote sustainability.

C. ACCOUNTABILITIES

19. Promote the health and safety of employees at work and of service users undertaking and implementing appropriate risk assessments, first aid and ensuring compliance with the Ayrshire360's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
20. 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.
21. Ensure that Ayrshire360's Customer Service Standards is followed in all dealings with the people we serve.
22. Adhere to Ayrshiure360 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.
23. Implement and participate in Ayrshire360's Review and Development process annually with all team members.
24. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with Ayrshire360's policies and procedures.
25. 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's Financial Regulations.
26. Ensure that management information and administrative systems across 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.

Person Specification

Designation: Sports & Leisure Assistant	Post No: Various
Service: Community Activities	Section: Sporting Pathways

Attributes:	**Essential Criteria**	**Desirable**
Qualifications	• SVQ level 2 in an appropriate subject or equivalent demonstrable experience.	
Knowledge & Skills	• Ability to complete tasks within a context of competing demands • Ability to build good working relationships at all levels. • Effective interpersonal and communication skills. • Ability to recognise and demonstrate good customer service skills • Ability to complete paperwork.	• Working knowledge of the services provided by Ayrshire360. • Knowledge of Health and Safety legislation in relation to the work undertaken.
Experience	• Experienced in 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.	• Worked within a customer or similar related environment. • Worked with groups of adults and children. • Operated security alarm systems. • Acted as a key holder.

VALUES:	**VALUE STATEMENTS**
Honesty & Integrity	**B**eing honest and demonstrating integrity at all times
Engaging & Inclusive	**E**ngaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	**S**triving for continuous improvement by being ambitious and inspirational in all that we do
Responsible & Accountable	**T**aking responsibility and being accountable for our organisation and our service delivery