

Job Description

Voluntary Recreation Assistant



Purpose of the Role - To assist with the day to day running of the Pill Mill, and to assist and ensure that all visitors to the Centre experience a welcoming and safe environment that is fit for purpose, resulting in maximum enjoyment and repeat usage.

Responsible To – Centre Manager / Duty Manager

Supervisory Responsibilities – None.

Working Hours/Pattern – The post will require the post holder to work flexibly including early mornings, evenings and weekends where possible.

Key Responsibilities

- Supervise the conduct of the public in all areas of the Centre to safeguard the enjoyment of all Centre users.
- To manage the reception area by allowing access and exit to and from the building and greeting and dealing with customer enquiries.
- To answer phone calls and deal with general and booking enquiries.
- To safely set up activities in line with the requirements outlined on the booking form, in the correct rooms, at the correct times.
- To safety check all equipment that is being used, before and after use, to ensure that it is safe to be used.
- Identifying and reporting any defects, breakages and faults.
- Safely storing equipment in its correct space.
- Build a relationship with centre customers to ensure that a quality service is given.
- Assist management in ensuring a high standard of Centre presentation is provided for all users at all times by cleaning the Centre (inside and outside areas) and assisting in maintenance as required.
- Regular maintenance and management of the outside 3G area and artificial pitch surface.
- Regularly monitor the Centre both internally and externally, particularly unsupervised areas of the Centre, to avert vandalism and prevent misuse of damage to the Centre and equipment.
- Assist in the promotion of the Centre and its services by maintaining a high standard of dress and appearance at all times and responding positively to all customer enquiries to encourage sales and repeat custom.
- Participate in all necessary external and internal training as required by the Centre Manager or Duty Manager.
- To administer first aid in line with the level of qualifications achieved and assist the Centre Manager and Duty Manager in dealing with emergency situations.
- Ensure a high standard of accuracy and clarity when completing paperwork and ensure that relevant information is shared to the Centre Manager, Duty Manager and other staff members.
- To ensure that the building is left secure by following the daily lock up procedure.
- Undertake any other duties as directed by the Centre Manager or Duty Manager.

Personal Skills and Qualities Required

- A commitment towards the aims and principles of the Trust.
- Experience of working in a customer facing environment.
- Experience of achieving positive results and making a difference to customer experience.
- Demonstrate good communication skills – both written and verbal.
- Demonstrate the ability to communicate with and control large numbers of people.
- Be confident and assertive when occasion demands, yet fully committed to the principles of excellent customer care.
- Be able to show commitment to personal continuous performance improvement.
- Be able to work well both as an individual and as part of a team.
- Possess an assertive and confident attitude.
- Demonstrate a passion for excellent customer service.
- Possess a can do attitude.
- Be physically able to undertake all aspects of recreation assistant work – to include lifting and carrying.
- Be able to work varying shift patterns to include early mornings, evenings and weekends.
- To be organised and systematic and to be proactive in managing daily tasks and workloads.
- Self management skills to proactively ensure the efficient use of your own time without supervision or direction from the Centre Manager or Duty Manager.