1. Job Details

Job title: General Assistant (HTBN)

School/Support Department: Corporate Services Group (CSG)

Unit (if applicable): Centre for Sport and Exercise (Sports Centre)

Line manager: Shift Manager (Sports Centre)

2. Job Purpose

To contribute to the service provision for members and guests to meet the CSE targets for high quality delivery, quality assurance and high customer satisfaction.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>10-30%</td>
<td>Provide a warm welcome to all CSE visitors, with particular attention to membership sales, authorising access, answering customer questions, queries and providing a very positive customer experience.</td>
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<tr>
<td>10%</td>
<td>Maintain and update the Torex Leisure Management System (TLMS); verifying status then undertaking bookings for classes/facility; provide daily administrative functions, clerical or IT support so that information is presented in a user-friendly but professional manner.</td>
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<tr>
<td>10%</td>
<td>Take responsibility for cash-handling and be accountable for cash reconciliation in accordance with CSE administrative and financial policies and procedures.</td>
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<tr>
<td>40%</td>
<td>Maintain a safe and pleasant training and recreation environment for members/guests to ensure a high level of service satisfaction; set up and dismantle sports and exercise equipment and gym areas to that bookings, events, programmes take place efficiently and effectively.</td>
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<tr>
<td>0-20%</td>
<td>Provide safe and effective pool lifeguard cover / undertake reception duties and attend regular training sessions.</td>
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<tr>
<td>10%</td>
<td>Liaise and communicate with the Shift Manager to report on any operational / customer care issues affecting the service delivery.</td>
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4. Planning and Organising

- Contribute to the class or event lay-out, set-up / take-down or pool support in line with CSE policy / procedures and guidelines.
- Plan and organise the checking of names for the class registers and reporting on any customer care issues in line with CSE policy procedures and guidelines.
- Receive instruction, and plan and organise the cleaning of equipment / pool / facility / changing room within CSE policy, procedures and guidelines.

5. Problem Solving

- Assisting with both the investigation and the handling of any on-the-spot problems with service delivery eg place an out-of-order sign on a faulty piece of equipment to ensure user health and safety.
Assisting with accidents and incidents using training and procedures to comply with H&S legislation and CSE policy and procedures.

Carrying out operational procedures and protocols to provide a culture of safe practice in line with CSE policies / procedures / Health and Safety guidelines.

6. Decision Making

- Advise customers on the best way to reach a venue or class or the best class to meet their training needs to ensure high quality customer care.
- Determining whether or not a person is fit to use or access a sports facility and calling for assistance, if necessary.
- Decides, in line with CSE policy and procedures, on the optimal management of an incident, using a walkie-talkie to call Reception for assistance, if necessary.

7. Key Contacts/Relationships

CSE Staff (Receptionist, Recreation Supervisors, Shift Managers, Teaching Assistants, Facility Manager, Assistant Director), customers, guests, and general public.

8. Knowledge, Skills and Experience Needed for the Job

- SQA passes in English and Maths.
- Ideally a minimum of 1 year experience of working in the health and fitness industry
- Basic knowledge of Health and Safety and knowledge of safe exercise practice and ideally a First Aid qualification.
- Excellent customer care skills.
- An RLSS National Pool Lifeguard certificate.
- Basic knowledge of and interest in cardio-vascular or resistance training and the role of exercise and nutrition in promoting healthy lifestyles.
- Flexible in approach and attitude.
- Good time manager / well organised / reliable / team-player.
- Good standard of health, strong and enthusiastic.
- IT skills (word, email, web).

9. Dimensions

Hugely busy service environment with 10,000 members, 300,000 user visits per year (2,000 daily). Working in a demanding environment, dealing with a wide range of users. This is a very “hands-on” post, cleaning the pool one minute, dealing with a life-threatening situation on poolside the next. Constant pressure to be professional, cheerful, positive and helpful. Due to nature of service 30 minute meal break is not always secured and the duties involve frequent travel outdoors between the 2 sites of Pleasance / St Leonards.

10. Job Context and any other relevant information

CSE is one of largest and most successful sport/leisure providers in the UK (Scotland the Best 2002-06 “Best Gym in Town”, 5* Sunday Times). SC is at the heart of CSE’s service provision and business development; hosting major national / international sports training / events and competitions eg British University Games, Scottish Volleyball Cup Finals, All Blacks/Australian Rugby teams. UoE currently ranked 9th in British University Sports Association’s competitive leagues, in part due to CSE support and facility access. General Assistants are a “hybrid” selected to enhance the positive image and profile of the University. They work flexibly (eg on pool or Reception) in evenings, weekends, and vacations to meet the needs of the CSE service delivery. Operating in a climate of rapid change, and in a very competitive industry which is subject to increased legislative demands (eg DDA, H&S); under pressure to continually improve service levels, quality assure, income generate, provide value for money yet also contain costs.