

**JOB DESCRIPTION**

Job Title Activity Centre Assistant	
Department Activity Centre	Team
Reports to (Job Title) Activity Centre Manager	
Responsible for (number of supervisees)	Job Grade
Location Edinburgh House	Contract Type Sessional

**Purpose of the Job**

To effectively deliver front line services to meet the needs of our customers

**Main duties and responsibilities**

The job holder is required to:

- Contribute to the planning, organising, scheduling and delivery of activities on a day to day basis to meet customers needs and generate revenue
- Assist the Team in promoting the Centre so that it provides a programme of activities inclusive and accessible to all.
- Perform operational duties that include the assembly, dismantling, carrying moving and safe storage of equipment and furniture.
- Ensure equipment and facilities remain clean and safe for use to use at all times.
- Deliver 'soft play duties' including the supervision of children, looking after their health, safety and welfare, and providing play motivation and stimulus.
- Maintain high levels of customer care and work actively to ensure all activities and events run promptly and to specified standards.
- Assure full compliance with key policies, notably Health & Safety, Equality and Diversity and Safeguarding Children
- Contribute to the establishment of a safe working environment for all employees, customers and visitors.

- Report all issues of health, safety and welfare to Line Manager or take remedial action as appropriate.
- Undertake administrative duties including maintaining records and collating information.
- Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
- Undertake such other duties as may reasonably be required.

JOB TITLE: ACTIVITY CENTRE ASSISTANT – PERSON SPECIFICATION

COMPETENCES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	Experience of working in customer service environment	Experience in participation in range of sports	Application Form References Interview
Knowledge	Good general education including a qualification to Level 2  Knowledge of Health & Safety issues that relate to the assembly and use of Sports equipment	First Aid  Other vocational qualification in a sports specialist subject	Application Form
Skills/Personal Qualities	Must have good IT skills  High level of attention to detail  Good planning, organising and time management skills  Ability to build and maintain effective relationships and communicate with a wide variety of people  An enthusiastic personality and resilience to deal with uncertainty  High degree of self motivation and a drive for change and improvement  Flexible approach to work  Possess good team working skills within a dynamic and customer focused environment  Ability to project a positive image of sport to people at all levels	Commitment to the Christian aims and purposes of the YMCA  Experience of working with sports clubs or community work  Full driving licence	Application Form Interview References

SPECIAL NOTES

- This appointment is subject to CRB clearance
- 2 references
- Working flexibly in a rota with other Sports staff covering all hours of operation
- The employee will be expected to undertake any appropriate training provided by the employer to assist them in carrying out their duties