

JOB DESCRIPTION

JOB TITLE	Leisure Advisor
GRADE	Band D
REPORTING TO	Team Leader/Duty Officer
JD REF	CS&CE

PURPOSE

Control admission to the Leisure facilities and advise and encourage and visitors and users of the Leisure Centres and their facilities to purchase products and raise their awareness of current or future promotions.

MAIN DUTIES AND RESPONSIBILITIES

1. Manage client enquiries and process any resulting transactions including taking bookings and general sales including telephone enquiries and sales.
2. Ensure up to date knowledge of key products and provide information and advice to promote a sale of goods.
3. Promote the facilities of the leisure centre and secure appointments for membership advisors.
4. Management of daily sales and targets set for individuals' fitness facility and awareness of other fitness centre sales and targets.
5. Be fully aware of and use knowledge of products services and promotional activities to assist in achieving sales targets across leisure centres.
6. Attend and provide input to monthly sales meetings to provide relevant information pertaining to product sales.
7. Follow Normal and Emergency Operating Procedures.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge & Skills:

- Able to communicate verbally and in writing with the public and other agencies.

- Good understanding of the products and services that customers want from leisure facilities.
- The ability to work as part of a team, support colleagues and promote excellent team spirit.
- Good written and verbal communication skills and IT literate.
- Good literacy and numeracy skills.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge & Skills:

- Evidence of achieving results and making a difference to customers.

Experience:

- Experience and knowledge of sales and marketing of Leisure Memberships.
- Experience of delivering results in a targeted sales environment.
- Experience of working with membership, booking and Direct Debit systems.

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

DATE OF APPROVAL: 27TH JULY 2015

**APPROVED BY: DAMIAN WALSH, SENIOR MANAGER,
LEISURE SERVICES**

