

# Job Description

Job Title	Leisure Advisor
Grade	Band D
Reporting To	Team Leader / Duty Officer
JD Ref	CS&CE0022G

## 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

### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

### Communication, Engagement and Training:

- Manage client enquiries and process any resulting transactions including taking bookings and general sales including telephone enquiries and sales.
- Ensure up to date knowledge of key products and provide information and advice to promote a sale of goods.
- Promote the facilities of the leisure centre and secure appointments for membership advisors.
- Ensure the Leisure Centre users comply with rules and regulations of the centre and report incidents to the Team Leader.

### Data Analysis and Decision-Making:

- Management of daily sales and targets set for individuals' fitness facility and awareness of other fitness centre sales and targets.
- Be fully aware of and use knowledge of products services and promotional activities to assist in achieving sales targets across leisure centres.
- Attend and provide input to monthly sales meetings to provide relevant information pertaining to product sales.
- Ensure information relating to membership is up to date and accurate in line with deadlines for production of performance indicators.

### **Compliance:**

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

### **Other:**

- Follow Normal and Emergency Operating Procedures.
- Any other duties commensurate with the grade.

## **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 – Evidence of achieving results and making a difference to customers.

### **Experience**

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

## **Additional Information**

- Ability to travel across the Borough and work from various locations.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

## **Health & Safety Considerations**

- Prolonged Repetitive Movements/Actions
- Working shifts
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Contact with children on occasions
- Exposure to persons with challenging or aggressive behaviour

**Approved By: Rob Pythian – Leisure Operations Manager**  
**Date Of Approval: 28/02/2024**

