

Job Description

Job Title	Customer Assistant
Directorate	Neighbourhoods and Housing
Service Area	Leisure, Sport and Recreation
Grade	3
Competency Level	1
Salary	£23,500 - £25,119
Job Type	Office Based
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

Working a set work pattern, to assist in the efficient operation of a Lifestyles centre to include all internal and external areas (fitness gym, swimming pool, front of house, sports hall, specific sports areas and all ancillary areas)

Directly Responsible For:

Not applicable

Directly Responsible To:

Facility Duty Managers

Main Areas of Responsibility:

- To provide customers with a polite, friendly and efficient service, welcoming all members and visitors whilst giving due attention to customer care at all times.
- To ensure all operational procedures are implemented and carried out in accordance with legal requirements and the city councils health and safety policies and procedures. This will include site specific documents to include P.S.O.P (Pool Safety Operating Procedure E.A.P (Emergency Action Plan) NOP (Normal Operating Plan)
- To conduct sales tours of the facilities and give guidance to prospective customers as to the type of membership category and other services best suited for their needs.
- To operate computerised Leisure Management System and any other computerised systems
- To receive payments for admissions/bookings and issue receipts accordingly
- To monitor CCTV security systems and operate public address systems
- To assist with the implementation of new technology and business development initiatives.
- To be responsible for the security of centre income including cash and card payments and the balancing of receipts
- To ensure the general cleanliness, hygiene, safety and preparation of the facilities as part of a flexible multi – discipline team.
- To attend any training courses which is relevant to this particularly designation as per job description and person specification.

- To support, encourage and assist other colleagues within the team.
- To wear allocated uniform including ID badge specific to the area that you work.
- To comply with the Sport and Recreations Services safeguarding and child protection policies.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

Supervision and Management Responsibility:

- No supervisor or line manager responsibility.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- Manual Handling tasks will be involved in this role.
- Standing for long periods is a requirement of this role.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 2 in customer service or equivalent (expectation to obtain within a time frame of 12 months) (A)

Experience

Essential

- Previous experience of working with member management IT systems (A,I)
- Recent experience of working in the leisure centre environment (A,I)
- Knowledge of working with the public, demonstrating effective communication skills (I)

Desirable

- Experience of customer service including sales and retention
- Experience and understanding of best practise in terms health and safety within a leisure centre environment

Skills/Abilities

Essential

- IT skills, Microsoft Word, Excel and Outlook (expectation to obtain within a time frame of 12 months) (A)
- Ability to work independently and as part of a team (I)
- Ability to deal with emergency situations (I)
- Ability promote and cross sell services (I)
- Evidence of numeracy and literacy skills to ensure documents are administered correctly (A)
- Ability to create and sustain a friendly and welcoming atmosphere within a leisure centre environment (I)
- Be able to demonstrate competency of the job requirements in training sessions programmed for attendance (AC)

Desirable

- Evidence of numeracy and literacy skills to ensure documents are administered correctly

Commitment

Essential

- To promote and develop the City Council's commitment to equal opportunities (I)
- To continuous improvement and ongoing personal and staff development (AC)
- To maintaining continuously high standards of customer care (AC)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Requirement to work outside standard hours; including, as required, during evenings and at weekends