



**School Name:** Acklam Grange School  
**Post Title:** Casual Recreation Assistant  
**Salary:** £12.65 per hour plus holiday pay  
**Responsible to:** School Business Manager  
Facilities Manager

### **JOB SPECIFICATION: MAIN RESPONSIBILITIES OF THE POST:**

To provide an efficient and effective, customer focussed service in supervising all sports centre facilities. To undertake reception duties including taking phone calls, monitoring the online booking system, dealing with customer queries as needed. Setting up/taking down equipment and carrying out minor maintenance/repairs as necessary. To assist in the cleaning of all areas of the Acorn Centre.

### **MAIN TASKS AND RESPONSIBILITIES OF THE POST:**

- The provision of an effective and efficient service within the Acorn Centre to all staff and members of the public.
- A responsibility to work in a safe manner and adhering to local and legal requirements.
- To ensure that the Acorn Centre facilities, including the existing sports facilities at AGS are maintained to recognised safety standards, for customers and employees to use at all times.
- To assist customers and colleagues at all times.
- To comply with all statutory and AGS health and safety requirements including the Acorn Centre's policies and procedures and to act responsibly in maintaining a safe working environment for everyone using the facility.
- To communicate and explain the department's wider policy to users of the Acorn Centre, acting as a channel for feedback from all users.
- To follow the NOP's and EAP as well as other policies and guidelines that the centre may introduce from time to time.

### **OTHER DUTIES:**

- To supervise all activities in the sports centre as set out in the Acorn Centre's NOP's EAP
- To assist with reception, dealing with customers in both person and on the telephone, processing bookings, dealing with queries via the booking system.
- To assist in the operation of a computerised booking system.
- To set up/down equipment promptly before and after each activity using the correct procedure, as per the programme of use.
- To check the daily operational requirements of the building in relation to bookings and activities scheduled for that shift, in liaison with the SBM/FM and other members of staff to ensure that all services are delivered to the highest possible standard.
- To ensure that all areas/equipment within the building are cleaned and maintained to the highest standard.
- To carry out regular building and equipment checks, to ensure that everything is in good and safe working order and to complete all the necessary documentation, reporting any faults or defects to a supervisor, timely and accurately so that repairs/maintenance can be carried out as quickly as possible.
- To deal with customer enquiries and complaints, recording the same, including action to resolve the situation and to pass onto the SBM any issues that you may be unable to resolve in a timely and professional manner. To provide feedback from customers to management.

- To clean all area of the sports centre so that the stated health and hygiene standards are maintained at all times. This may include on occasions, the immediate external environment of the building.
- To cover as necessary for absent colleagues due to holidays, sickness and other unforeseen circumstances.
- To report to the supervisor any hazards, if immediate action cannot be taken to resolve the problem, recording as necessary your actions and any proposal to avoid a repetition in the future.
- To complete all necessary documentation and processes as specified in the NOP, EAP and other policies, procedures and guidelines implemented by the centre.
- To participate in regular training to update yourself with the relevant developments and changes within the industry so that the department can adapt and maintain continuous improvement.
- To assist senior staff when consulted about changes and improvements to the service.
- This list is by no means exhaustive and may be reviewed from time to time due to customer demands and other constraints in consultation with all parties concerned.

**ALL EMPLOYEES HAVE A RESPONSIBILITY TO:**

- Be committed to the safeguarding and promotion of the welfare of children and young people
- Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person
- Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the school working environment
- Contribute to the overall ethos of the school/trust
- Participate in training and other learning activities and performance development as required

**Other duties commensurate with the grade of the post as required by the Headteacher or Senior Leadership Team.**

**The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an enhanced Disclosure and Barring Service (DBS) check.**