

# Leisure Operative

**Reporting to:** Duty Manager and General Manager

**Organisation's purpose:** We exist to improve the lives of others

Our Leisure Operatives are enthusiastic, dedicated and hardworking individuals who ensure that our high standards of cleanliness are maintained throughout all areas of the centre at all times in order to provide our members and guests with an excellent experience during every visit.

**Hours:** 25 Hours a week (Job share would be considered for this role)

**Location:** Life Leisure Cheadle

**Salary:** £12.29 an hour

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## About you:

To assist in the smooth running of the Hub by providing a first class service. To promote the business, enhance customer satisfaction and the image of the the Hub.

Leisure Operatives should have good 'all round' skills and be committed to providing a first class service to the members. They will have an outgoing personality and be able to deal with all types of people in a professional manner.

## Experience relevant to the role

### Essential

- Experience of dealing with the general public
- Previous experience of working in the leisure industry

### Desirable

- Knowledge of Health and Safety Regulations
- Knowledge of COSHH
- Knowledge and understanding of safe systems of work
- Currently or previously employed as a leisure operative/assistant
- Experience of working in a customer focused environment
- Previous experience of customer services

## **Abilities, Skills and Knowledge**

### **Essential**

- Excellent communication skills
- Ability to deal with members in a polite and professional manner
- Customer focused

### **Desirable**

- Ability to work on your own initiative, as well as part of a team
  - Ability to follow instructions
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## **Job duties:**

### **Duties and Responsibilities:**

- To ensure that cleaning is undertaken in accordance with the appropriate schedules in order to enhance the appearance and presentation of the centre.
- To assist with the assembling and dismantling of equipment and displays, reporting any defects affecting the safety of users.
- To undertake basic maintenance.
- To assist in the attainment and upkeep of the current Quality Assurance standards.
- To promote the centre and encourage the use of its facilities and services at all times.
- Ensure changing facilities are clean and tidy at all times.
- Ensure that the requirement of Health and Safety at Work Act 1974 and any relevant legislation, guidance notes and codes of practice are complied with.
- To attend any training courses as instructed.
- To wear correct uniform which complies with the company dress code and to abide by the companies policies and procedures.
- To carry out any other duties deemed necessary to meet the needs and demands of the business.

## **Additional information**

- The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed.