

Moray Sports Foundation

Job Title: *Sports Assistant*

Reporting to: Front of House Manager/Sports Development Manager/Grounds & Maintenance Manager

Purpose of Job

As a sports assistant you are the face and voice of Moray Sports Centre, and the first point of contact for all our customers and enquiries.

As a Sports Assistant, you will assist in the efficient and effective day-to-day operation, and administration of Moray Sports Centre, ensuring quality customer service is provided to all its users. You have responsibilities and accountability in key areas such as front of house and operations, and there will also be the opportunity to receive training, gain experience and develop in other areas such as fitness/gym, sports coaching, administration and management.

The list below outlines the principal duties and tasks related to this role. This is not intended to cover every responsibility since, by the nature of the role, a Sports Assistant will be expected to take ownership of the action plan below and to develop it in line with the needs of Moray Sports Centre.

Main Areas of Accountability:

1. Ensure that all enquiries and approaches from the general public are dealt with using the highest level of customer service, to ensure a friendly and welcoming environment.
2. Carry out front of house duties as required and be responsible for bookings, registrations, changeover of activities and the administrative systems that relate to these areas.
3. Take an active role in the delivery of the Centre's programme of activities, and provide support to coaching sessions, holiday activities, tournaments and sales and marketing programmes.
4. Provide customers with information on sports courses and sessions, and assist members of the public in their usage of the facilities by ensuring smooth operations and changeovers.
5. Ensure the highest standards of cleanliness are maintained in all areas of the centre at all times, and carry out basic cleaning and maintenance when required.
6. Work positively and be a flexible member of a committed operational staff team.
7. Carry out any other duties as may reasonably be required, in any department of the Centre.

The Moray Sports Centre is a small, flexible organisation and the Sports assistant will occasionally be required to help out other members of staff, in different departments.

Essential qualifications, skills and abilities:

1. The ability to deliver the highest standards of customer service through your positive attitude to the role, while staying calm and focused during busy or demanding work situations.
2. Experience of cash handling and front of house duties involving computerised booking systems and databases.
3. A good decision maker and problem solver, who is adaptable, responsible and highly motivated.
4. Evidence of reliability, honesty and integrity in previous employment or education
5. Good communication skills both face to face and on the telephone.
6. Good administration and analytical skills.
7. Good standard of numeracy and accurate office skills.
8. Resourceful and flexible approach, with a "can do attitude"
9. Punctual with effective time management skills



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10. Ability to attain or already possess a First Aid qualification.
11. To communicate accurate membership benefits, price and product information to potential members touring the Centre.

Desirable qualifications, skills and abilities:

1. Previous experience of working in a Sports Centre or Health Club,
2. Good level of competency in use of Word, Excel and other Office software packages.
3. An enthusiasm for the sport and leisure industry
4. Experience of using a Leisure Management booking system

Putting our customers first

- Demonstrates a thorough understanding of the services within own area and how these relate to and are affected by the needs and objectives of the Trust
- Knows who the customers are, understands customer needs and works hard to ensure that these are met.
- Develops positive relationships with customers, handling dissatisfied or awkward customers effectively.
- Views the resolution of customer problems as an opportunity to retain and secure future business.
- Ensures all customers are dealt with in a proficient and friendly manner, with respect and integrity at all times.

Getting things done

- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed.
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time.
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else.
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency.
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

Flexibility

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads.
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation.
- Puts forward suggestions and ideas about new and better ways of doing things.
- Learns rapidly, adjusting to new situations as they occur.
- Demonstrates a commitment to deliver a high quality service at all times

Communication skills

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate.
- Listens to and respects other people's views and opinions.

- Any written work required by the job is clear, accurate and to the point.
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language.

Managing Self /Relationships

- Good time management skills, and the ability to work unsupervised.
- Develops open and effective relationships with Managers, Supervisors and colleagues.
- Is aware of impact of own behaviour on others and is able to modify approach or style to achieve results.
- Can discuss differences openly and without recrimination.
- Shares information and keeps Supervisor/Manager informed.
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keeps difficulties in perspective and maintains performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable or hostile customer.